

Job Description

JOB TITLE: Care Coordinator Supervisor

Closing Date: June 15, 2021 or until filled

Apply: jobs@schc.net, please state which job you are applying for

Contact: Kelsie Bolaño 385-955-6539

Location: Salt Lake City, UT

GENERAL SUMMARY OF DUTIES: Responsible for overseeing care coordination and care coordination staff at Sacred Circle Healthcare. This individual will work closely with Sacred Circle Healthcare Executive Director, Medical Director, Substance Use Disorder Clinic Personnel and Tribal liaisons.

Supervisor: Front Office Director

Supervises: Care Coordinators

DUTIES MAY INCLUDE BUT NOT LIMITED TO:

1. Oversee and supervise care coordinators including training, monitoring, and reporting.
2. Provide/Collaborate with CTGR patients, CTGR families, and identified AI/AN in completion of a care coordination intake assessment, which facilitates the identification of the member's case management historical needs, current needs, gathering information from collateral sources including medical providers, social workers, educators etc.
3. Complete proper confidentiality releases for coordination between the patient and the community partner.
4. Coordinate needed services internally within SCHC departments and among coordinators.
5. Work with Agency provider(s) to create a care plan including patient goals and objectives. Update the plan regularly.
6. Create referrals including linking the patient to external providers, programs, agencies, scheduling appointments, as indicated, and assisting patients in completing applications for programs.
7. Monitor and follow up with CTGR patients, GTGR families, assigned AI/NI patients and identified community partners.
8. Network regularly with clinicians and community partners, ensuring positive relationships are fostered.
9. Network with tribal partners to ensure positive relationships are fostered.
10. Keep timely and accurate records including dates of services, appointment content, session goals, progress towards goals, referrals that have been accepted or declined by the patient, timelines for providing services and reassessment, and coordination with other programs.

11. Conduct regular Care Coordinator meetings to oversee and educate/train Care Coordinators of the expectations, needs, and opportunities of their job.
12. Work with identified leadership to develop expectations, create, develop, and maintain accountability measures, serve as a resource, monitor, and aid Care Coordinators in their productivity.
13. Travel to other SCHC clinics, community agencies and Ibapah reservation as needed.
14. Ability to take phone calls after hours and on weekends, as necessary.
15. Collaborate on Prevention Opioid grant objectives with the Substance Use Disorder clinic personnel and Prevention team.
16. Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

1. Knowledge of legal and ethical standards for the delivery of care.
2. Knowledge of community resources and relevant contacts.
3. Knowledge of related accreditation and certification requirements.
4. Knowledge of organizational policies, procedures, systems, and objectives.
5. Ability to maintain quality, safety, and/or infection control standards.
6. Ability to plan and organize.
7. Ability to communicate effectively with patients, clinical and administrative staff, and the public.
8. Ability to interpret, adapt and apply guidelines and policies and procedures.
9. Ability to react calmly and effectively in emergency situations.
10. Ability to work independently and in a team environment.

EDUCATION: Certified in case management, Associates degree or equivalent.

EXPERIENCE: 3+ years providing direct case management in a clinical setting, experience in Substance User Disorder field is helpful.

PHYSICAL DEMANDS/ WORKING CONDITIONS:

This job requires prolonged sitting, some bending, stooping and stretching. It also requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing/eyesight/voice projection to record, prepare, and communicate appropriately. Requires occasional lifting up to 50 pounds. Most work is performed in an office environment; however, routine clinical operations monitoring may involve exposure to infectious, communicable diseases and hazardous materials, waste gases and blood and body fluids. The job requires travel.

PHYSICAL DEMANDS/WORKING CONDITIONS, ESSENTIAL FUNCTIONS:

✓ Manual Dexterity	✓ Exposure to communicable diseases
✓ Full range of body motion to maneuver weight of patients	✓ Exposure to blood borne pathogens
✓ Standing, walking	✓ Ability to work under stress, or in emergency situations
✓ Reach above shoulder	✓ Sitting for long periods of time
✓ Repetitive arm/hand movements	✓ Hear alarms/telephone/tape recorder
✓ Color Vision	✓ Reaching, bending, stooping, kneeling, crawling
✓ Sight Acuity – far, near, depth perception	