JOB TITLE: Health Homes Care Program Coordinator

DEPARTMENT: Operations

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: COO

PRIMARY ACCOUNTABILITY:

This is both an Administration position where much of the work is done along with field work reaching clients in their homes and other appropriate locations. It is a full-time position responsible for providing all aspects of Home Health Care operations in a large geographic region served by Family Health Centers. The job requires strong expertise and experience in care coordination practices that combine medical, behavioral, and social supports to improve health outcomes. The ideal candidate will be trustworthy, organized, have excellent interpersonal skills to engage and carry a caseload of clients. The position requires effective outreach and recruitment of beneficiaries in a large and mostly rural geographic area, ability to work effectively with minimal supervision, and the use of Health IS platforms for documentation. The HHC Coordinator will become well informed with the most current information on chronic disease care management models with an emphasis on rural communities.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Engage beneficiaries using information about geographic locations, existing relationships with providers, and analysis of health history.
2. Ability to engage and follow up with clients in a timely manner to enroll in services.
3. Coordinate program activities to ensure maximum efficiency, allocate resources to enable task performance.
5. Ensure security and confidentiality of data per HIPAA standards.
6. Assist in analyzing and monitoring internal processes/policies and procedures to improve operational efficiency.
7. Support a safe and secure working environment.
8. Handle consumer inquiries and complaints according to set policies and procedures.
9. Develops and maintains effective working relationships on behalf of FHC with local resources including social service agencies, housing, schools, and other community partners.
10. Attendance
   a. Ensures attendance and hours worked are accurately recorded in our computerized timekeeping system
   b. Properly manages paid vacation and sick leave
   c. Responsible for regular, predictable attendance and to work hours as scheduled, which will include occasional evenings and weekends

GENERAL DEVELOPMENT

1. Requires more advanced organizational skills, in order to organize projects or the work of others.
2. Job duties require the ability to work independently and as part of a team
3. Job duties are typically performed in response to workflow or ongoing direction by supervisors or others
4. Employees are able to effectively select from alternatives to situations encountered on the job
5. Work requires consideration of the way the work affects other employees outside the department or functional area.
6. Duties require the compilation of information
7. Strong interpersonal skills, customer services skills and experience.
8. Initiative, multi-tasking ability and adaptability.
9. Strong time management, planning and organization skills.

**PROFESSIONAL & TECHNICAL KNOWLEDGE**
Bachelor’s degree in nursing, health related, business related, or social service related field. Experience managing care coordination and/or collaborative initiatives, preferably related to healthcare and healthcare access. High level of computer skills. Strong written and verbal communication skills.

**TECHNICAL SKILLS**
1. Must have experience or ability to understand working with underserved, transient, low-income populations and those affected by poverty and other social issues.
2. Must have experience or ability to learn popular education methods and other strategies to effectively provide health education to varied community populations.
3. Ability to prepare basic correspondence and simple reports in Microsoft Word
4. Ability to create, send and manage email in Outlook
5. Ability to use Microsoft Excel to create tables and simple displays of information

**COMMUNICATION SKILLS**
1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
   a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
   b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
   c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
   d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
2) Job duties require employee to provide excellent customer service to all internal and external customers
3) Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others
4) Employees are expected to exercise tact and diplomacy in the resolution of mild conflicts or disagreements
5) Job duties require the employee to effectively communicate complex and/or technical information to co-workers and others.
6) Job duties require the effective communication of information during informal and formal verbal presentations
7) Duties involve convincing others to take actions, or to behave in a specific way desired by the employee

**WORK ENVIRONMENT**
Work is performed in an office environment, Patient home’s and at various community locations such as worksites and community events.
**Additional Job Requirements**

Must have reliable transportation and provide documentation of auto insurance and valid driver’s license as required

**TYPICAL PHYSICAL DEMANDS**

<table>
<thead>
<tr>
<th>Physical Requirements</th>
<th>N/A</th>
<th>Rarely (1-12%)</th>
<th>Occasionally (13-33%)</th>
<th>Frequently (34-66%)</th>
<th>Regularly (67-100%)</th>
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<tbody>
<tr>
<td>Standing</td>
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<tr>
<td>Walking</td>
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<tr>
<td>Climbing</td>
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<td>Sitting</td>
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<tr>
<td>Stooping / Kneeling</td>
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<td>Lift/Carry up to 15 lbs.</td>
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<tr>
<td>Lift/Carry up to 30 lbs.</td>
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<tr>
<td>Lift/Carry up to 50 lbs.</td>
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<tr>
<td>Push/Pull up to 25 lbs. of exertion</td>
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<tr>
<td>Push/Pull up to 50 lbs. of exertion</td>
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<tr>
<td>Work below waist level</td>
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<td>x</td>
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<tr>
<td>Work at waist to shoulder level</td>
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<td>Work above shoulder level</td>
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<td>Reach further than arm's length</td>
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<td>Fingering</td>
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<td>Grasping / Holding</td>
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<tr>
<td>Talking</td>
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<td>Hearing</td>
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<td>Seeing</td>
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<td>Work in confined spaces</td>
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<td>Exposed to extreme temperatures</td>
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<td>Operate tools or machinery (incl. office equip.)</td>
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<td>Operate motorized vehicles/equipment</td>
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<td>Work at heights balancing</td>
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*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

Signature below acknowledges that I have received a copy of my job description.

________________________________________________________________________

**Employee Signature**

**Date**

________________________________________________________________________

**Witness Signature**

**Date**

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