

POSITION: Care Coordinator
DEPARTMENT: Health
DIVISION: Nursing/Environmental Health
WORK SCHEDULE: 35 Hours/Week
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: July 2023 **STATUS:** Full-time Salaried
DATE REVISED: **FLSA STATUS:** Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required.

The County of Porter provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Care Coordinator for all divisions of the Porter County Health Department, responsible for the coordination of access to care by connecting patients to clinical services, mental health services and/or community resources or agencies. Assists in navigating insurance benefits. Prepares summaries, reports, and profiles. Identifies and evaluates patient and family needs, provides assistance and support for patients and families. Establishes and facilitates effective, collaborative working relationships with physicians, staff, community service and partner agencies, patients, and families.

DUTIES:

Reports to Administrator. Coordinates and manages outcomes of the health department patient population to facilitate achievement of quality, service, and care.

Ensures smooth transitioning of care from health department to out-patient settings, community services, and/or physicians' offices.

Identifies and evaluates patient and family needs and provides assistance and support.

Establishes and facilitates effective relationships with physicians, clinical staff, community partners, patients, and families.

Assures patient has a smooth transition from health department to physician's office visit and/or community services meeting.

Networks with patient insurance carrier to confirm local in-network providers.
Networks with physicians and other health care providers to assure effective implementation of patients' care plans with noted desired patient outcomes.

Educates and refers patients with chronic illness.

Educates and refers community members with other care concerns.

Collects and analyzes data to generate reports that accurately demonstrates trends and patterns.

Makes recommendations to improve quality of patient care and customer service.

Refers variance trends to Administrator and Health Officer for review and action.

Prepares reports for review by the Administrator and Health Officer.

Assists in all connections to care and closing gaps in care in the county.

Attends and participates in health department and coalition meetings, board of health, county commissioner and county council meetings as required and follows up as necessary.

Adheres to regulatory agency requirements, survey process and compliance

Complies with established organization and department policies.

Responds to emergencies from off-duty status.

Performs related duties as assigned.

I. JOB REQUIREMENTS:

Baccalaureate Degree in Nursing or health related field, or an equivalent combination of education and experience.

Five years' experience working in a clinical and/or public health setting.

Requires thorough knowledge of clinical care practices required to meet targeted patient population.

Requires comprehensive knowledge of chronic disease states and managing illness.

Requires effective analytical and problem-solving techniques.

Requires good listening skills and the ability to identify and utilize the appropriate local resources.

Requires well developed interpersonal skills necessary to promote and maintain cooperative, courteous, and sincere relationships with patients, family, physicians, staff, and community partners.

Requires ability to effectively communicate orally and in writing with patients, co-workers, other county departments, Indiana Department of Health and other state agencies/departments, physician and clinic offices, community partners, government representatives, and members of the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Requires ability to maintain confidentiality of department and patient information and records according to state requirements.

Requires ability to comply with all employer and department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Requires ability to competently serve the public with diplomacy and respect, including de-escalation of difficult encounters.

Requires ability to properly operate standard office equipment, including computer and related software, printer, typewriter, calculator, copy machine, telephone, and laminator.

Requires basic knowledge of Microsoft Office programs, the Internet, and other word processing software.

Requires ability to work alone with minimum supervision and with others in a team environment on several tasks at the same time, occasionally under time pressure.

Requires ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Requires ability to occasionally work weekend, extended and/or evening hours, and travel out of town, sometimes overnight, for conferences and training seminars.

Requires ability to respond to emergencies from off-duty status.

Requires possession of a valid Indiana driver's license and a demonstrated safe driving record.

II. DIFFICULTY OR WORK:

Incumbent performs duties according to customary practices and procedures of department and local, state, and federal guidelines dealing with a wide variety of situations and individuals. Work is accomplished according to generally accepted, but not always clearly applicable, guidelines, calling for judgment in determination of the most pertinent guidelines to apply to particular problems and situations.

III. RESPONSIBILITY:

Incumbent utilizes well developed communication skills and healthcare experience to determine connection to care needs of referred patients/residents and works to fulfill needs appropriately through well developed connections with healthcare providers and community service partners. General instructions are given by supervisor and work is reviewed for overall soundness.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other county departments, Indiana State

Department of Health, and other state agencies/departments, physician and clinic offices, community partners, elected and appointed government representatives, and members of the general public for the purpose of creating a quality connection to care experience for all Porter County residents.

Incumbent reports directly to the Health Department Administrator.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and in the field, including sitting/walking at will, walking on uneven terrain, occasionally working in extreme temperatures and inclement weather, lifting/carrying objects weight under 25 pounds, pushing/pulling objects, crouching/kneeling, bending, reaching, driving, close/far vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering objects. Incumbent may be exposed to irate/hostile individuals.

Incumbent occasionally works weekend hours, occasionally works extended and/or evening hours, and travels out of town, sometimes overnight, for conferences and training seminars. Incumbent occasionally responds to emergencies from off-duty status.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT:

The job description for the position of Care Coordinator for the Porter County Health Department describes the duties and responsibilities for the employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for the reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee Signature Date

Please submit your resume and application to Porter County Health Department Administrator Carrie Gschwind @ Carrie.Gschwind@porterco.org