

Job Description
04/2022, 09/2022, 08/2023

Title: Care Coordinator

Dept. Children's Services

Immediate Supervisor: Children Services Director

Primary Location: Riverton

Primary Function: Coordinates care across the spectrum of health services, including access to physical and behavioral health care, as well as social services, housing, educational systems, and employment opportunities as necessary to facilitate wellness and recovery of the whole person.

Care Coordination is defined as deliberately organizing client care activities, collaboration and sharing of information among treatment providers involved with a client's care to achieve safer and more effective care.

Duties and Responsibilities:

1. Obtain and assure the necessary documentation to satisfy HIPAA requirements to coordinate care among treatment and service providers.
2. Consistent with requirements of privacy, confidentiality, and consumer preference and need, the care coordinator will assist clients in obtaining appointments and confirming appointments were kept or rescheduled.
3. Responsible for delivery of services to impact and improve the overall health of individuals by providing care management, care coordination and tobacco cessation services and education.
4. Responsible for ensuring coordination and integration of the physical health care between the client and providers outside SRMHW which the client is involved with. May assist with NOMS collection data.
5. Care Coordinators make and document reasonable attempts to monitor any medications prescribed by other providers and upon appropriate release of information on file works to coordinate and share information to other service providers not affiliated with the CCBHC to the extent necessary for safe and quality care.
6. Provide coordination of care to assist client in accessing to social services if applicable, provide referrals to housing related resources, referrals to educational and technical training resources, assistance with employment-related services, and if a veteran is served, coordination of services as applicable.
7. Participate in the development of the crisis plan and periodically review it with the client and help the client manage their emotional distress and avoid crisis situations.
8. Assure services are carried out in a way which keeps the client's preferences and provider choice at the forefront
9. Documentation in the electronic health record in accordance with policy timeframes and guidelines.

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10. Assist in developing and obtaining care coordination agreements with a variety of community or regional services, supports, and providers.
11. Regularly travel and transport client and/or families in and around the county and provide direct care and support as needed. Provide care coordination and act as a liaison to other providers, including primary care providers.
12. Ongoing coordination and communication with treatment team.
13. Ability to develop effective, professional relationships by working in partnership with clients and families.
14. Completion of related work and other duties as assigned by supervisor.
15. Trained in case management and ability to provide case management services as needed.

This position currently serves as PRTF Liaison which includes the following:

- be the point of contact for MCOs and PRTFs
- after receiving a PRTF request, coordinate the CBST process including scheduling a meeting with treatment providers, client, guardian and MCO (if applicable)
- ensure the MCO receives the needed documentation as part of the PRTF determination
- ensure records get scanned into the electronic health record
- assist with coordinating additional services prior to, or in lieu of a PRTF admission
- disseminate MCO decision of approval or denial
- attend clinical review and discharge meetings as scheduled by the PRTF
- participate in the discharge planning of each person admitted to a PRTF in order to facilitate the return of that client to the community
- assist the client/family with coordinating mental health services upon discharge from a PRTF

Knowledge, Skills, Abilities: General understanding of mental health conditions and ability to work with adults receiving mental health services. Experienced in data processing, Microsoft office, and care coordination. Attention to detail and a “self-starter”, motivated to expand service/referral network, ability to work with the public in a friendly and supportive manner. Individual must be highly dependable, skilled in active listening and conveying care and empathy when working with clients. Ability to establish professional relationships and maintain confidentiality is essential.

Qualifications: Minimum of 21 years of age, Bachelor's Degree or be equivalently qualified through a combination of related work experience and/or education, with one year of experience substituting for one year of education. Prior experience in care coordination and mental health field a plus. Successful completion of criminal background checks, pre-employment drug screening, and motor vehicle record check for insurability.