

**HUMBOLDT SENIOR RESOURCE CENTER
Job Description**

JOB TITLE: Care Coordinator
DEPARTMENT: Redwood Coast PACE
REPORTS TO: Center Manager
FLSA STATUS: Non-Exempt/Hourly
APPROVED: **December 2021**

JOB SUMMARY: Organizes onboarding of participants into the program, assists the Redwood Coast PACE Interdisciplinary Team (IDT) with care planning, and provides individualized assistance to program participants including coordination of access to various services.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Provides education to participants on PACE program and services.
2. Supports participants in meeting their care plan goals. Provides information and follows up on medical interventions.
3. Assists PACE Social Workers in supporting the social services needs of program participants including coordination of referrals to identified programs, housing applications and re-certifications, home visits, and supporting participant family members.
4. Follows up on medical appointments, records, and procedures.
5. Facilitates the transition of participants from intake/enrollment process into onboarding in the PACE program.
6. Enters data in electronic health records.
7. Assists PACE participants and their family in navigating through medical and social service programs and systems. Facilitates communication between participant, family, and healthcare providers.
8. Works closely with the IDT to follow up on requested actions helping to meet care plan goals.
9. Participates in the process of teaching, training, and mentoring student interns, and volunteers working within the program area.
10. Acts in a manner consistent with agency values.
11. Other duties as assigned.

EDUCATION &/or EXPERIENCE:

1. High school diploma or GED equivalent required. Bachelor's degree related to health and human services preferred.
2. Two (2) years of experience in the medical field providing care management required.
3. One (1) year of experience working with a frail or elderly population preferred.

LICENSES OR CERTIFICATES:

1. Licenses or certificates are not required for this position.
2. Valid California Driver's License and personal auto liability insurance required. Personal vehicle in good driving/operating condition, insured for State minimum liability requirements that can be used for the applicable job functions noted above required.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check and PPD skin test.
2. Motor Vehicle Report verification required.

JOB SKILLS:

1. Knowledge and experience working with complex interpersonal and clinical situations.
2. Medical care management knowledge and skills necessary to facilitate and coordinate services in alignment with participant care plans.
3. Ability and interest to work with frail, elderly, or disabled adults to enhance and encourage their independence.
4. Ability to function effectively within a multi-service, community-based nonprofit agency.
5. Ability to comply with program requirements and applicable government regulations.
6. Sound verbal and written communication skills to convey information effectively. Ability to communicate effectively and openly with other team members on participant's status and needs.
7. Excellent interpersonal skills that result in maintaining a positive attitude, team-building and contribute to effective work relationships.
8. Ability to use good judgment, resourcefulness, flexibility, and problem-solving skills.
9. Ability to work independently and within an IDT, representing a diverse team of various occupations.
10. Possess strong administrative and organizational skills.
11. Ability to prioritize and complete duties within an agreed upon time frame, adjust personal schedule as required, and adapt appropriately to changes in priorities and workload.
12. Ability to incorporate an understanding of detailed requirements in work activities.
13. Ability to develop and implement action plans.
14. Ability to collect and analyze data.
15. Ability to coordinate, advocate, and cooperate with other agencies for seniors with tact and diplomacy.
16. Proficiency in Microsoft Office, including Word, Excel, PowerPoint, Outlook, and relevant computer programs and software (e.g. electronic health record software, email, internet).

SUPERVISORY REQUIREMENTS:

1. This position has no Supervisory requirements.

PHYSICAL REQUIREMENTS:

- Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.				X		Reach over shoulder			X		
11-20 lbs.			X			Reach over head			X		
21-50 lbs.		X				Reach outward			X		
51-100 lbs.	X					Climb	X				
Over 100 lbs.	X					Crawl		X			
						Kneel		X			
Pushing/Pulling						Squat		X			
Under 10 lbs.				X		Sit				X	
11-20 lbs.				X		Walk-Normal Surfaces				X	
21-50 lbs.			X			Walk-Uneven Surfaces		X			
51-100 lbs.	X					Walk-Slippery Surfaces		X			
Over 100 lbs.	X					Stand				X	
Other						Driving			X		
Keyboard/Ten Key				X							
Fingering (Fine dexterity)				X							
Handling (grasping, holding)				X							
Repetitive Motion-Hands		X									
Repetitive Motion-Feet	X										

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date