



## JOB DESCRIPTION

**Job Title:** Care Coordinator

**Department:** Clinic

**Reports To:** Clinic Director

### Position Summary:

The Care Coordinator/Patient Advocate/Patient Educator is to coordinate team-based care to provide health services to individuals, through effective partnerships with patients, their caregivers/families, community resources, and their provider. Facilitates a “shared goal model” within and across settings to achieve coordinated high-quality care that is patient and family centered.

### Qualifications and Requirements:

1. Preferred License and Certifications:
  - LPN or RN in good standing and currently licensed by the State of North Dakota or BA/BS in Social Work or related field.
  - American Heart Association BLS certification.
2. Experience Requirements:
  - 2-3 years’ experience in clinical or community health settings.
  - Previous experience in caring for chronic disease patients.
  - Previous Care Coordination or Case Management experience.
3. Special Skills or Training:
  - Must successfully complete orientation and competency validation for position.
  - Knowledge of community health services.
  - Strong organizational skills and demonstrates the ability to maintain accurate notes and records.
  - Strong interpersonal skills.
  - Ability to demonstrate strong essential leadership, communication, education, and collaboration and counseling skills.
  - Demonstrate continual learning skills, effects changes in approach to care based on established, evidence base practice.
  - Ability to determine appropriate course of action in more complex situations.
  - Ability to work independently, exercise creativity, be attentive to detail and maintain a positive attitude.
  - Ability to manage multiple responsibilities and to prioritize scheduling of work.
  - Ability to handle difficult situations involving patients, providers, or others in a professional manner.
4. Professional Requirements:
  - Adhere to dress code.
  - Complete annual education requirements.
  - Must maintain confidentiality of all medical, financial, and legal information.
  - Maintain regulatory requirements, including all state, federal, and local regulations.
  - Participate in performance improvement and continuous quality improvement activities.
  - Attend regular staff meetings and in-services.

## 5. Physical Requirements:

- Lifting: up to 80 pounds
- Standing: 7 or more hours per shift
- Walking: 7 or more hours per shift
- Reaching: 5 or more hours per shift
- Grasping: 7 or more hours per shift
- Hand Coordination: 7 or more hours per shift
- Pushing & Pulling: 6 or more hours per shift
- Ability to Distinguish Smells, Tastes, and Temperatures
- Ability to See Call Lights and Hear and Respond to Pages
- Ability to Remain Calm Under Stress

## Essential Duties and Responsibilities:

### 1. Care Coordinator/Patient Advocate

- Promote the mission, vision, and values of MCMC.
- Reports critical incidents immediately to responsible department manager or physician.
- Makes follow-up phone calls on post clinic patients as needed.
- Evaluates clinic visits via questionnaires and follow-up phone calls.
- Follows up with ER/outpatients as needed.
- Provides mentoring/coaching of other population health and care coordination team members and coach patients/families toward successful self-management of their chronic disease.
- Utilize tools and documents that support a guided care process, collaborate with patients/family toward an effective plan of care.
  - a. Assess patient and family's unmet health and social needs.
  - b. Provide effective communication to improve health literacy.
  - c. Develop a care plan based on mutual goals with patient, family, and provider's emergency plan, medical summary, and ongoing plan, as appropriate. Monitor patient's adherence to plan of care and progress toward goals in a timely manner, facilitate changes as needed.
  - d. Create ongoing processes for patients/families to determine and request the level of care coordination support they desire over time.
- Facilitate patient access to appropriate medical and specialty providers as well as other care coordination team specialists.
- Support and cultivate primary care and subspecialty co-management with timely communication, inquiry, follow-up, and integration of information into the care plan regarding transitions-in-care and referrals.
- Serve as point of contact, advocate, and informational resource for patient, family, care team, payers, and community resources.
- Ensure effective tracking of test results, medication management, and adherence to follow-up appointments.
- Attend and actively participate in Care Coordinator related training (e.g., Health Coach Certification, National Society of Health Coaches, or regional meetings)
- Collect data and write brief reports to meet evaluation needs of the program.

### 2. Patient Education

- Develops and implements educational programs at the clinic and hospital.
- Assesses the educational needs of the patients.

- Offers educational programs to the patients and their families on a referral basis from the Physician and nursing staff.
- Consults with Physicians as needed regarding patient education.
- Makes initial educational visits with the patients and coordinates with the nursing staff for continued educational training during hospitalization.
- Provides education to outpatients, as needed.
- Provides patients and their families with information about availability of community resources.
- Research disease processes to provide up-to-date information.
- Provides resource material to healthcare professionals and the community, as needed.
- Updates professional knowledge.
- Assesses community needs for education and speaks at public service groups when requested.
- Documents teaching within the patient's EMR, including family participation.

3. Other Duties

- Provide patients with results of tests/procedures done outside and inside the clinic, when requested by the provider.
- Assist clinic staff during times of short staffing or busy times – answer phones, schedule patients.

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all other duties as assigned; I understand the functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

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Employee Signature

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Date