

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Care Coordinator
<b>LOCATION:</b>	HOPE Clinic
<b>REPORTS TO:</b>	Care Coordinator Team Lead (Main) & Site Manager (West, Alief, Aldine)
<b>EDUCATION:</b>	High School Diploma or GED; Associate degree preferred
<b>WORK EXPERIENCE:</b>	2 years or more in healthcare preferred
<b>SALARY RANGE:</b>	\$14.50-\$15.50/Hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>LANGUAGES:</b>	Bilingual in English and another language;

*HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

### **JOB SUMMARY:**

Working with medical and clinical providers, the Care Coordinator will provide patient referral, navigation, and eligibility assistance to patients of Asian American Health Coalition (AAHC) DBA HOPE Clinic. Responsible for coordination of navigation activities based on a given assignment of providers or service types and will work hand-in-hand with peer case coordinators and clinic staff to provide quality patient navigation.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Provide referral details and appointment arrangements for patients needing specialist or external medical visits;
- Organize follow-up activities for patients to assure that patient visits with specialists are complete and referral notes are obtained from external providers;
- Stay up to date with external referral sources and provides appropriate referral options for patients based on services needed;
- Schedule appropriate outgoing appointments and referrals as per request of providers.
- Follow-up on patient appointments, results, and concerns;
- Initiate pre-authorization or pre-certification for procedures and operations;
- Coordinate necessary arrangements for patient appointments (i.e., transportation, translations, etc.);
- Verify patient insurance and information is acceptable by partnering institutions;
- Service and respond to customer and patient questions, issues and/or concerns;
- Securely and accurately document all patient information;

- Interpret dictation and respond accordingly;
- Submit Agency forms and documentation in a timely manner. (Improvement activities, response to memorandums, travel reconciliation, supply requests, leave requests, monthly in-service);
- Actively participate in agency performance improvement initiatives such as chronic care management and utilizes the approved methodology such as PDSA;
- Ensure timely submission of paperwork and reports;
- Communicate with other clinics, specialists, physicians, management, and billing;
- Maintain updated patient information and referral forms;
- Positively contribute to staff morale and corporate culture;
- Ensure that work assignments and information gathered from day-to-day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Ensure that our patients get the best possible care;
- Schedule and contact patients for required programs and appointments as assigned;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

**QUALIFICATION REQUIREMENTS:**

- Minimum of one year in health education, patient navigation, and/or health clinic patient assistance field
- Insurance and medical experience preferred
- Knowledge of and experience in developing, implementing, and working in a community outreach program
- Knowledge of existing social service programs available in Houston area and Harris County
- Microsoft Office
- Must be able to utilize the Internet
- Strong written and oral communication skills
- Strong customer service skills
- Must be detailed oriented and able to handle multi-tasks
- Office equipment (e.g., computer, copier)
- Detail oriented
- Must be able to handle multiple tasks, complexity, and diversity of customers
- Must be fully vaccinated against COVID-19

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**EDUCATION and/or EXPERIENCE:**

High School diploma or GED is required; Associates Degree is preferred. Experience in the medical field and referral/patient navigation is preferred. Texas certified Community Health Worker (CHW) preferred (or willing to obtain this certification).

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures, or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job receives frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures, or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor, and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**CUSTOMER RELATIONSHIPS:**

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*

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Signature

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Date

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Full Name - Printed