

# BACHELORS CARE COORDINATOR

## DESCRIPTION

The Care Coordinator position for Appalachian Mountain Project Access functions in a non-profit, non-clinic setting and will be performing responsibilities related to a primary function of the organization, provide meaningful access to healthcare. The Care Coordinator will serve the organization in the Care Coordination Program by meeting with patients to determine program eligibility and medical needs and working to meet those needs.

## JOB DUTIES INCLUDE

- Meet with patients for Enrollment and Re-Enrollment Appointment to gather information regarding patient household and income for eligibility, as well as, collecting medical information to coordinate care.
- Survey patients to determine medical needs
- Prepare a mutually developed Care Plan
- Conduct a detailed review of patient household information to determine patient eligibility
- Process patient files once eligibility status is determined.
- Work closely with Medical Liaison, Patient Services Coordinator, Medical Providers and patient to meet medical and social needs, while eliminating barriers to service
- Helps educate patients, providers and the community on the services of the organization
- Receives and returns phone calls and requested from patients in a prompt and courteous manner
- Maintains patient and physician files in an accurate and organized manner, while ensuring confidentiality
- Appropriately document all encounters with patients and providers in database
- Continuously aids patient in learning program requirements while educating them to utilize medical system appropriately
- Helps train and volunteers and interns
- Effectively terminate relationships with patients
- Close and Scan Files
- Participate in community committees and resource fairs, collaborative projects, education initiatives, and presentations as needed
- Participate in office projects/team assignments
- Maintains case load
- Assists in converting files to electronic
- Provides Reports when needed
- Assists with other Activities as assigned by the Executive Director

## JOB EXPECTATIONS INCLUDE

The Care Coordinator will be able to navigate Microsoft Office products such as Word, Excel, Power Point; an email account and shared calendar; operate office equipment such as a copier/printer/scanner, postage machine, etc. S/he will be able to make appropriate and competent detailed notes into a database system. S/he will be professional as well as get along

with a small office staff. The Care Coordinator will be able to communicate and interact with medical providers and staff as well as patients and patient families. S/he will maintain confidentiality of all patient data and organization operations/strategic planning. S/he will adhere to a Code of Ethics and perform in keeping with the organization's Policies & Procedures, Employee Handbook, and all applicable laws/regulations. S/he will either have or gain knowledge regarding the Affordable Care Act, the Health Insurance Marketplace, Medicaid/Medicare, and other health insurance options. S/he will maintain empathy while establishing and preserving appropriate boundaries. The Care Coordinator will be willing to learn, teach, and advocate for the organization's mission, vision, and various program aims. S/he will be punctual, dependable, flexible and able to contribute to tasks and projects that may not necessarily fit within the above job description. S/he will be willing and able to assist in growth of the organization.

#### **JOB QUALIFICATIONS INCLUDE**

- Experience working with underserved populations
- Bachelor's degree in Social Work or related field
- Spanish-Speaking Bi-Lingual desirable
- Excellent written and verbal communication skills
- Strong Organizational skills
- Solid Critical Thinking Skills
- Knowledge of Community Needs and Resources
- Competency in Microsoft applications including Word, Excel, and Outlook
- Good time management skills
- Must be able to adapt to stressful and quick changing environment
- Must pass background check and drug test
- Travel will be required and mileage will be reimbursed

Salary: \$25-27K per year depending on experience (extensive PTO package offered; medical benefits not offered)

Submit Cover Letter, Resume and References to:  
Email: [Andrea@projectaccesseasttn.org](mailto:Andrea@projectaccesseasttn.org) or Fax: 423-232-6707

For more organization information please see attached brochure or visit  
[www.projectaccesseasttn.org](http://www.projectaccesseasttn.org)