



COMMUNITY CASE COORDINATOR POSITION DESCRIPTION

Date: 7/8/2022	Prepared By: Human Resources		
Position Title: Community Case Coordinator		Department: Operations	
Exempt: <input type="checkbox"/> Non-Exempt: <input checked="" type="checkbox"/>		Schedule: 40 hrs./week, M-F Compensation: \$22.00-\$30.00/hr. Additional Possible Bilingual in Spanish Merit Rate: 2% Benefits: Medical, Dental, Vision, Retirement, STD/LTD, EAP, LSA, Paid Time Off	
Reports to: Community Health Manager			

Frequent Internal Contacts:	1. Community Health Manager	2. Community Paramedics	3. District Staff
Frequent External Contacts:	1. Patients / families	2. Crisis clinicians	3. Other medical providers and community service organization staff

Job Summary: Conducts case coordination and community outreach functions in conjunction with community paramedic staff, local healthcare providers and community service organizations to improve healthcare quality and access for individuals living in Eagle County. Patients served include both low and high-acuity clients with acute and/or chronic health conditions, including behavioral health conditions such as substance use and co-occurring disorders. Patients also include individuals living with social needs affecting their overall health.

Values Based Expectations

Expected to act in accordance with our Mission, Vision and Values at all times.

Mission:

Provides skilled, professional and compassionate Emergency Medical Service (EMS) to our community.

Vision:

- ☐ To be a world leader in out-of-hospital healthcare.

Values:

☐ **Integrity**

Be honest, committed, and consistent in your words and actions.

☐ **Excellence**

Strive to continuously improve knowledge, practice and skills.

☐ **Community**

Be helpful, compassionate, and respectful in all interactions.

☐ **Patient Advocacy**

Act in the best interest of your patients.

☐ **Professionalism**

Be loyal, ethical and team oriented.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

Essential Duties and Responsibilities:

- Interact with staff and clients on a daily basis.
- Direct patient interaction will occur intermittently.
- Manage and track the referral program.
- Lead case coordination of both clinical and non-clinical services to Community Health Program clients.
- Provide administrative support for community health program functions including community health education and outreach activities.
- Interact with multiple community organizations.
- Function as patient advocate in a variety of settings.
- Refer clients to appropriate community resources. May assist with providing timely information and referrals, identifying community linkages, providing client advocacy, conducting community visits, and providing follow-up services with residents in the service district.
- Make decisions and act on behalf of clients, coordinating services for those that need health and/or social support.
- Maintain complete records, files, and notes required to coordinate care and analyze the effectiveness of current treatment and services.
- Assist in identifying gaps in community resources and recommend future programs and services.
- Upload information to various databases and gather, analyze and report on current services utilized within the continuum of care.
- Track individual client service plans to ensure service goals are being met.
- Monitor client behaviors and ensure timely and appropriate referrals are made for emergent treatment and services.
- Follow up with clients regularly to assist with emerging health and social inadequacies.
- Advocate for clients with agencies and service providers to minimize barriers to clients receiving needed services.
- Establish and maintain relationships with local community healthcare partners, including those that treat substance use disorders (SUD), co-occurring disorders and other mental health conditions.
- Assist clients with collecting and maintaining personal identification as required to receive services.
- Participate in regular collaborative meetings, including case conferencing meetings, to increase countywide cohesion with community partners.
- Assist with developing and implementing recommendations for program improvements, including access to wraparound health and other social services.
- Participate in contact networks and coalitions to promote community collaboration, while enhancing partnerships within regional community health efforts.
- Administer patient care consistent with department protocols and physician orders.
- Coordinate appointments and follow up with healthcare providers and hospitals.
- Develop and complete appropriate reports and templates for the Community Paramedic Program.
- Attend meetings as requested.
- Complete other duties as assigned.

Essential Responsibilities Related to Client Privacy

- Expected to protect the privacy of all patient information in accordance with the District's privacy policies, procedures and practices as required by federal and Colorado law and in accordance with general principles of professionalism as a healthcare provider.

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- May access protected health information and other patient information only to the extent that is necessary to complete job duties. May only share such information with those who have a need to know specific patient information to complete their job responsibilities related to treatment, payment or other company operations.
- Encouraged and expected to report, without the threat of retaliation, any concerns regarding the District's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- Expected to actively participate in the District's privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with District policy.

Essential knowledge, skills and abilities needed for position:			
Area	Comments	Required	Preferred
Education	High School Diploma	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Bachelor's degree in Public Health, Health Sciences, Public Administration, Social Work, Nursing or related field.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience	Two or more years of experience in the administration of community-based services such as behavioral health services, homeless prevention, healthcare coordination, health care services or public health-related services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Specific Job Knowledge	<ul style="list-style-type: none"> ● Basic knowledge of database access and utilization to electronic health record systems and/or local social services providers and programs. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> ● Good knowledge and understanding of state and local programs related to social determinants of health, medicaid, medicare, substance abuse and other related social issues. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> ● Basic knowledge and understanding of population health management concepts. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> ● Good knowledge and understanding of grant, contract and project management. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> ● Good knowledge and understanding of regulatory compliance necessary to successfully perform job duties. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Computer Operations	Proficient computer skills; the ability to type, keyboard, navigate in various programs and understand computer applications and software programs required to perform job duties, including statistical analysis software.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Licenses or Accreditations	<ul style="list-style-type: none"> • Current certification in either EMT, MA, CHW or LCSW, RN, EMT-P • Current certification in BLS/CPR • Valid State of Colorado motor vehicle operating license, with continued safe driving history 	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Language and Communication Skills	Ability to communicate orally with a wide range of individuals, in various and potentially stressful situations. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence with a high degree of professionalism and accuracy. Ability to effectively and professionally interact and communicate with patients, co-workers, District staff management, community providers, advocacy groups and other stakeholders. Have public presentation skills. Ability to engage with a diverse population of varying cultural, ethnic or socioeconomic backgrounds. Ability to explain facts, policies, and practices.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning Skills	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 instructions furnished in written, oral, and diagram or schedule form. Must practice sound decision-making skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mathematical Skills	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Organizational Skills	Able to prioritize tasks, deal effectively with competing and changing priorities, and meet deadlines. Detail-oriented and organized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional Effort	Work in a frequently hectic environment with exposure to highly emotional and stressful situations. Regular scheduling involves long shifts, regularly scheduled and unscheduled overtime and emergency callbacks. Capable of working independently with general supervision.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Language Ability	Bilingual in Spanish	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Demands

LIFTING				
Weight	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Up to 10 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 Pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Up to 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIRED				
Activities	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Driving, in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Digital dexterity (using hands and fingers to administer treatment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Typing, using a keyboard or tablet, writing with a pen and paper	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or balance (includes stairs, ambulance, outdoor or uneven terrain)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Talk and hear, in variable conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIREMENTS OR PHYSICAL DEMANDS	
Indoor/Outdoor	Both indoor and outdoor work (in all weather conditions) required. Typical indoor office environment. Regular outdoor field work required, possibly in adverse weather conditions and with exposure to noise, dust, dirt, and strong odors. Sitting for long periods of time, working on computer likely. Potential exists for volatile and unpredictable situations to occur while visiting clients offsite. Periodically required to work other than normal business hours.
Hazardous Materials or Noise	Employees are frequently called to scenes that may involve hazards or hazardous materials and may potentially respond to a scene involving chemical or biological terrorism agents. Employees must always regard their safety first when responding to all scenes and always follow ECPS policy and procedure for dealing with these situations. The noise level in the work environment is usually moderate, but may be high at times due to vehicle and mechanical equipment noise.
Holidays/Weekends/Evenings	40 hours, Monday-Friday aligned with business office hours. Weekends and evenings only when operationally necessary.

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Equipment Used in Job	Computer, telephone, 10-key, copier, fax, scanner, smartphone/mobile device, motor vehicle, cardiac monitor and other medical equipment/instruments.
Other	Frequent travel throughout the work day within and outside of Eagle County in District vehicles when available and applicable.

VISION:		
Close Vision <input checked="" type="checkbox"/>	Distance Vision <input checked="" type="checkbox"/>	Color Vision <input checked="" type="checkbox"/>
Peripheral Vision <input checked="" type="checkbox"/>	Depth Perception <input checked="" type="checkbox"/>	Ability to adjust focus <input checked="" type="checkbox"/>

ACKNOWLEDGEMENT:

I acknowledge receipt of this job description. I understand that signing this job description does not create a contract of employment nor guarantee employment for any definite period of time.

By signing below you signify that you have read the job posting and you understand, are able and willing to perform the essential functions and duties of the position with or without reasonable accommodation.

Applicant's Name

Applicant's Signature

Date

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