POSITION DESCRIPTION
CARE COORDINATOR FOR MANAGED CARE MEMBERS

Since 1968 Senior Services of Southeastern Virginia has been helping older adults and their caregivers to live in the community with choice and dignity.

GENERAL DEFINITION OF WORK:
The Care Coordinator practices a person-centered approach to assisting older adults and persons with disabilities who need supports and services to live independently or who reside in nursing facilities. Duties include assessing needs, developing and updating plans of care, making home/facility visits, facilitating and monitoring services, and completing detailed and timely documentation. Most of the work is field based with frequent travel to homes and facilities throughout Hampton Roads. A flexible work schedule may be required. Reports to the MCO Manager.

TYPICAL TASKS:
1. Assesses needs, designs, implements and monitors the Plan of Care.
2. Supports members’ self-management of chronic conditions by reinforcing skills in health and disease management.
3. Works collaboratively with other managed care staff to coordinate continuity of care with physicians, hospitals, and other treatment providers, conducting Interdisciplinary Care Team meetings annually or more frequently as needed.
4. Refers, links, and advocates on member’s behalf to obtain community resources, as needed.
5. Maintains complex, accurate, and timely case-related electronic documentation in compliance with managed care standards and procedures.
6. Informs Managed Care Program Manager and members of the Treatment Team regarding changes in the members’ condition.
7. Participates in meetings and required training.
8. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES
- Knowledge of the health care industry, care giving, chronic disease management.
- Knowledge of the needs of the elderly and persons with disabilities.
- Skill in empowering, encouraging, and guiding patients and/or caregivers.
- Excellent verbal and written communication skills.
- Proficient in use of Microsoft Office and use of web based software programs.
- Excellent organizational and planning skills to efficiently manage time and meet deadlines.
- Ability to be flexible and adapt to change.
- Ability to practice good professional judgment and work independently.
- Ability to form rapport with other professionals, patients, and caregivers.
- Knowledge of a wide variety of community resources.
WORKING ENVIRONMENT

- Requires regular independent travel throughout South Hampton Roads. 70% of the essential functions of the position can be performed remotely.
- Occasional overnight travel to attend training or meetings is required.

EDUCATION AND EXPERIENCE:

- Requires a Bachelor’s Degree in social work or related field, or RN
- Minimum two (2) years of experience in community based services with a high volume caseload and regular use of electronic record systems; health care services preferred.
- Completion of required training.
- Must possess a valid driver’s license, auto insurance, good driving record, and acceptable criminal background check.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee. From time to time, the supervisor will ask job holder to perform additional duties related to the completion of the work.