SUMMARY
The RN/MSW Care Coordinator will be an integral part of the Care team working alongside clinical support staff, front desk staff and providers to identify and reduce barriers to optimal healthcare. You will be promoting optimum health through a variety of methods including: one-on-one conversations, connecting patient to community and internal resources and utilize data to identify patient needs as well as effectiveness of care management interventions.

Essential Job Duties and Responsibilities:

- Include, but are not limited to, the following. Other duties may be assigned.
- Full-time employees must be available to serve AFM patients and staff 4.5 days per week, (or equivalent hours) during operating hours of the clinic.
- Implement systems of care that facilitate close monitoring of high-risk patients to prevent and/or intervene early during acute exacerbations.
- Support patients during transitions of care.
- Maintain required documentation for all care coordination activities. Collect required data and utilize data to adjust patient treatment plans.
- Establish rapport with patients and care teams to assist with transitions of care, assessing patient needs and goals, responding to changing patients’ needs, supporting patients’ self-management goals and working to align resources with patient and population needs.
- Provide patient education for improved medical management
- Provide counseling and support for health behavior change
- Employ motivational interviewing strategies and other evidence based strategies to move patient closer to healthy behaviors
- Collaborate with primary care providers to promote best practices in team based care
- Utilize creative problem-solving skills to address unique barriers to health.

OTHER DUTIES
Employee must follow all other job duties and responsibilities of regular clinical staff members.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE
Employee must be:
- Licensed RN or
Care Coordinator

- Licensed MSW with LCSW or ability to obtain LCSW as soon as eligible

**LANGUAGE SKILLS**
Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, patients, 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.

**REASONING ABILITY**
Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**OTHER QUALIFICATIONS, SKILLS, AND ABILITIES**
This position requires a medical background with strong verbal communication, teaching ability and good telephone skills are necessary. The ability to work well with people and follow procedures is required. Attention to detail is required. The ability to remain calm and be effective in emergency situations is a must. Must be professional, flexible, caring, and compassionate and exhibit a congenial and sensitive attitude toward patients.

**APTITUDES AND TEMPERAMENTS REQUIRED**
This employee needs a high level of energy with the ability to adjust to any justifiable pace. Employee must exhibit behavior which emphasizes compassion, quality, loyalty and conscientiousness and the ability to establish and maintain effective working relationships with patients, their families and staff members.

**PHYSICAL DEMANDS**
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; walk; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**WORK ENVIRONMENT**
Medical Office setting. The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to risk of electrical shock and risk of radiation. The noise level in the work environment is usually moderate.

**DISCLAIMER**
This job description is not an all-inclusive statement of every duty and responsibility required of the employee. This job description may change over time.