



JOB DESCRIPTION

Job Title: Covid Complex Care Coordinator
Department: Quality Improvement Department
Reports To: Director of Quality Improvement
FLSA Status: Non-exempt
Full-time/Part-time: Full-time

Position Summary: Under the direction of the Director of Quality Improvement in coordination with the Physicians Nurse Practitioners, and Registered Nurses at Wesley Health Centers. This includes coordination of care of general family medicine patients, identifying and follow-up on patients who are not only in need of COVID vaccination, but address the needs of patients who have other health care needs or gaps related to delayed care during the pandemic, and assistance to patients who may have additional barriers to achieving optimal health and wellbeing. This position will work to promote self-sufficiency and goal attainment for clients, through connections to ongoing programming and mainstream supports.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assists with the smooth operations of the practice and ensures quality patient experiences. May supervise and provide direction to non-physician staff.
- Develops and maintains effective working relationships with staff, providers, and other departments. Serves as a role model and resource person for providing quality patient care and patient information as needed.

General Family Medicine Patient Care:

- Assists non-insured patients to enroll in medication assistance programs.
- Assists Covid Response and Resilient Communities program.
- Maintain roster of higher risk patients, work to ensure timely appointment scheduling, and follow up.
- Work to determine barriers leading patients to miss appointments, reschedule appointments in a timely manner.
- Investigate and mitigate barriers prohibiting patients from complying with plan of care.
- Connect patients with O&E for SFS/ AHCCCS enrollment.
- Follow up with patients pre-determined by Nurse Practitioners and Physicians for blood pressure checks, blood glucose logs, missing preventive care items, etc.
- Outreach to high-risk patients to ensure understanding and implementation of plan of care.

Special Populations:

- Serve as point of contact for patients who are hearing impaired, visually impaired, mentally disabled, or otherwise especially vulnerable to assist in mitigating barriers to care.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills – Bilingual (Spanish/English) required.

Education/Experience – High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Ability – Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Mathematical Ability – Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability – Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – MS Office, E Clinical Works, Azara

Certificates and Licenses

- CPR with basic life support card in good standing required.
- Fingerprint clearance card required.

Supervisory Responsibilities – This position has no supervisory responsibilities.

Work Environment: 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. The noise level in the work environment is usually moderate.

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 sit and use hands to finger, handle, or feel. The employee is frequently required to reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

WCHC’s Expectations of all Employees

- Adheres to all WCHC Policies and Procedures
- Conducts self in a manner that represents WCHC’s Values at all times
- Maintains a positive and respectful attitude with all work-related internal and external contacts
- Communicates regularly with supervisor about Departmental and WCHC concerns
- Consistently reports to work on time, prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates
- Actively participates in all required trainings
- Empowered to provide outstanding service to all customers

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date