



Job Description

Position Title: Care Coordinator
Program: ND, RST and TCORE
Supervisor: As indicated on the organizational chart
FLSA Status: Non-Exempt (Hourly)
Effective: January 2022

Summary: Under the direct supervision of the individual indicated on the updated Agency Organizational Chart, the Care Coordinator works as part of multi-disciplinary team to provide and coordinate services and resources for clients. The goal of the Care Coordinator is to provide referrals, crisis intervention, support and encouragement to enable the client to access and use mental health and other services that prevent hospitalization and incarceration, and help the client find and maintain permanent housing and mental stability. This position assists clients with financial matters and entitlement issues, and gives the clients the care and attention needed to enable them to learn better coping skills, independent living skills, and techniques to empower clients with recovery, a sense of responsibility, and independence.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Serve as Point of Contact between the Division of Behavioral Health and subcontracted provider
- Oversee provision of ECM services at provider service site
- Maintain a caseload of approximately 40-60 Managed Care Plan (MCP) Members
- Offer services where the MCP Member lives, seeks care, or finds most easily accessible and within MCP guidelines
- Connect MCP Member to other social services and supports he/she may need
- Advocate on behalf of MCP Members with health care professionals
- Use motivational interviewing, trauma-informed care, and harm-reduction practices
- Work with hospital staff on discharge plan
- Engage eligible MCP Members
- Accompany MCP Member to office visits, as needed and according to MCP guidelines
- Monitor treatment adherence (including medication)
- Provide health promotion and self-management training
- Arrange transportation
- Contact MCP Member to schedule in-person visit with the care coordinator
- Support individuals with active listening, demonstration of empathy and carry a message of hope and recovery.
- Observe, assess, intervene and refer (within one's scope of practice) in situations with clients regarding mental health symptoms, physical health symptoms and substance use issues.

- Develop service/goal plans with clients and meet with the clients as needed to encourage, support and advocate for progress and assist with skill development.
- Work with a multi-disciplinary team to provide integrated psychosocial rehabilitative services to clients in the community and their homes, and attend meetings to ensure continuity of care for clients.
- Provide positive public relations, community referrals, information and support by linking clients to needed resources; advocate with and on behalf of clients and significant support persons the clients have identified.
- Accurately complete all necessary forms, reports and paperwork required by the program on a timely basis (e.g., progress notes, special incident reports, discharge summaries, Medi-Cal billing, Avatar forms, HMIS).
- Facilitate planning of social, cultural, educational, supportive and recreational group activities.
- Shop for food and household supplies to meet program or client needs.
- Ensure the office, house, rooms, units and yard are clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
- Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes “Duty to Warn” which includes the responsibility to notify authorities and the intended victim(s) of physical harm.
- Transport clients as needed.
- Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the Agency HIPAA Manual.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: The Care Coordinator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. Interpersonal Skills – Responds promptly to colleagues and/or client needs. Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control managing difficult or emotional situations; Remains open to others' ideas and tries new things; Shows respect and sensitivity to all people including those with cultural differences; Promotes a harassment-free environment; Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Reacts well under pressure.
2. Communication – Speaks and writes clearly; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words; Organizes ideas clearly; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Ensures that others involved in a project or effort are kept informed about developments and plans.

3. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback constructively; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Is open with other team members about his/her concerns; Is able to see the merits of perspectives other than his/her own; Demonstrates openness; Makes agreements/commitments and follows through.
4. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
5. Quality and Quantity – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards and completes work in a timely manner.
6. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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.

Education and/or Experience:

- Must meet the qualifications of a Mental Health Assistant III (MHA III). Individual must have:
 - A minimum of four (4) years of full-time equivalent (FTE) direct care experience in the mental health field providing mental health services or physical health services; OR
 - Two (2) years of FTE direct care experience in a mental health or physical health related field providing services and two years of education (60 semester or 90 quarter units) with a minimum of 12 semesters (18 quarter units) in a mental health related subject such as child development, social work, human behavior, rehabilitation, psychology or alcohol and drug counseling; OR
 - Two (2) years FTE direct care experience in a mental or physical health related field providing direct services and a certificate of completion from the County Core Skills Training.
- Mental Health Rehabilitation Specialist (MHRS) Certification is highly desirable. MHRS Certification requirements are:
 - Master's Degree or PhD and two years of full time equivalent (FTE) direct care experience in a mental health setting; OR
 - Bachelor's Degree and four years of FTE direct care experience in a mental health setting; OR
 - Associate of Arts Degree and six years of FTE direct care experience in a mental health setting. At least two of the six years must be post AA degree in a mental health setting.

(FTE experience may be direct services provided in a mental health setting in the field of: Physical Restoration, Psychology, Social Adjustment, Vocational Adjustment.)

- Demonstrated knowledge of effective procedures for obtaining housing and subsidies is desirable
- Ability to work with individuals who have a mental health diagnosis. Experience is highly desirable.
- MediCal billing experience, rehab experience and assessment writing skills are highly desirable
- Experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Mental health crisis intervention experience is highly desirable.
- Lived experience as a mental health consumer or a family member/loved one of a mental health consumer is desirable.

Language Skills:

- Demonstrated ability to read, analyze and understand directions and documentation in English.
- Excellent English written communication skills, with demonstrated clarity and accuracy in writing, grammar, and punctuation.
- Excellent English verbal communication skills with the ability to effectively communicate with Agency employees, clients and all individuals inside and outside the Agency.
- Demonstrated abilities in effective communications to include writing and maintaining clear and accurate case notes and reports, rehabilitation planning, statistical reporting and evaluation.
- Demonstrated ability to prepare correspondence independently.
- Bilingual or multi-lingual skills are desirable.

Mathematical Skills:

- Demonstrated ability to work with numbers (add, subtract, multiply and divide, using whole numbers, common fractions and decimals) using a calculator.

Reasoning Ability:

- Ability to interpret a variety of instructions and documentation presented in various forms.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to solve practical problems that deal with abstract and concrete variables.

Computer Skills:

- Must be computer literate with experience in word-processing, email and the internet. Microsoft Office experience preferred.
- Knowledge of, and/or experience working with, Sacramento County's Avatar forms and system is **highly desirable**.

Certificates, Licenses, Registrations:

- Certification through the California Consortium of Addiction Programs and Professionals (CCAPP) (i.e., CADCA / CADC-I / CADC-II) is highly desirable.

- Provide own vehicle, possess a valid California Driver’s License and current vehicle insurance. Driving record must meet and continue to meet the generalized driving guidelines used by our insurance broker.
- Must have at least 3 years of driving experience.

Other Skills, Abilities, and Job Requirements:

- Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings.
- Work overtime as requested and approved.
- Be available for one week of after-hours duty on a rotational basis.

Physical and Emotional 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. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is required to:

V – Very Often / F – Frequently / O – Occasionally / R - Rarely							
Sit	v	Use keyboard	v	Stoop, kneel, crouch or crawl	o	Hear	v
Stand	v	Use hands to feel	v	Climb or balance	v	Talk	v
Walk	v	Reach with hands/arms	f				

Must occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Agency’s client population may consist of homeless individuals with a persistent mental health diagnosis which employees may come into contact with. In addition to mental health issues, this population may also have a variety of physical health issues and communicable diseases.

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.