

CARE NET OF DANE COUNTY POSITION DESCRIPTION

JOB TITLE

- **Title:** Care Coordinator
- **Reports To:** Patient Services Director
- **Hours:** Full-time 30 hours/week
- **Wage Category:** Hourly/Non-Exempt
- **PD Updated:** 3/2024

JOB FUNCTION

The Care Coordinator works primarily with patients at First Care Clinic and occasionally with residents of The Elizabeth House (TEH), Care Net's Maternity home. The Care Coordinator assists patients/clients in obtaining wrap-around care, identifying and connecting them with the necessary education and services. This position also advocates the needs of our patients/clients to the community.

DUTIES & RESPONSIBILITIES – ESSENTIAL FUNCTION OF JOB

Patient/Client Support

- Provide resources to families living in poverty in a trauma-informed manner.
- Regularly check in to assess clients' physical, emotional, spiritual needs to provide appropriate resources and referrals to promote maximum growth.
- Adhere to FOCUS follow-up script.
- Enroll patients in Badger Care
- Encourage client participation in educational and support programs.
- Provide support with the goal of increasing client's health and stabilization. This may include one-on-one meetings, video conferencing or phone calls.
- Assist clients in the coordination of education, employment, legal, financial, housing, and parenting goals. This includes identifying and connecting clients with appropriate community resources.

Community Responsibilities

- Build and maintain a working knowledge of resources in Care Net's service areas it relates to housing, employment, education, child-care, and economic stability.
- Promote the organization and its programs at community events.

Education

- Plans, organizes, and delivers educational classes through Bright Course for clients.
- Support educational programming as needed and as determined by supervisor.

Administrative Duties

- Complete and document follow-up calls in the patient process as directed by the Patient Services Director.
- Document patient/client progress in appropriate databases.
- Maintain and enhance our community resource and referral guides.
- Form community alliances with organizations to benefit clients.
- Manage recall list to ensure client and child safety with the distribution of our resources.

Other Duties

- Participate in staff meetings as required.
- Other duties assigned.

KNOWLEDGE SKILLS & ABILITIES

- A. Excellent problem-solving skills.
- B. Excellent oral and written communication skills. Fluent in Spanish a plus.
- C. Excellent time management skills, ability to keep and manage appointment schedule.
- D. Excellent skills in taking initiative and following through on assignments/duties.
- E. Experience with community agencies offering services for low-income or single women.
- F. Experience interacting with individuals with varying ethnic and economic backgrounds and ability to develop relationships with a diverse population.
- G. Must be a professed believer in Jesus Christ as personal Savior and Lord.
- H. Compassionate, non-judgmental, respectful, and able to work with diverse populations.

POSITION SPECIFICATIONS

- A. Background in social services or experience in serving under-resourced populations. Trauma-informed care training preferred or willingness to learn.
- B. Training and proficiency in motivational interviewing, parenting or life skills instructions is a plus.
- C. Must show evidence of a personal relationship with Jesus Christ and demonstrate a strong Christian life
- D. Must agree with and sign Care Net's Statements of Mission, Vision and Faith, Principles, Values, and Confidentiality

- E. Attend church on a regular basis
- F. Dependent on Holy Spirit "Not by might, nor by power, but by My Spirit, says the Lord."
Zech 4:6.

Physical Requirements:

While performing the duties of this job, the employee is occasionally required to stand; walk; sit for extended periods of time; use hands to fingers, handle, or feel objects, tools or technology; reach with hands and arms; occasionally kneel, bend, or crouch; talk or hear. The employee must occasionally lift and/or move up to 20 pounds. Repetitive motion of upper body required for extended use of a computer.