



Care Coordinator - (Recovery Focus)

Mount Vernon (Skagit County) Office

Job Announcement

Preference given to
applications received by:
Friday, Jan. 11, 2019
Open until filled

REPORTS TO: Care Management Director

2019 TEN-STEP HOURLY RANGE: \$23.50 - \$30.66, DOQ

JOB SUMMARY: The Northwest Regional Council, as an Area Agency on Aging, funds and/or provides community-based programs to help elders, people with disabilities, and people living with behavioral health disorders live in their own homes and communities for as long as possible, postponing or eliminating the need for institutional care. The **Care Coordinator** provides both intensive care coordination and comprehensive case management and has documented results in improved health outcomes for our highest-need clients. This position uses health screening/assessment tools, health education, and evidence-based practices to help clients establish health action plans and provides ongoing support for Health Home clients to achieve established health and recovery goals.

Care Coordinator positions with a recovery focus assists persons in all stages of recovery from Substance Use Disorders (SUD) and Serious Mental Illness (SMI).

ESSENTIAL JOB FUNCTIONS include but are not limited to:

1. Administers self-management readiness assessments, and various health screens. Some positions will place emphasis on chemical dependency recovery;
2. Assists client in developing a safe, appropriate and client-centered Health Action Plan that documents strategies and measurable objectives to meet health and recovery goals;
3. Administers clinical and functional tools to include depression, pain, and/or alcohol and substance abuse screenings, as well as functional impairment assessments;
4. Conducts in-person visits and accompanies clients to health and recovery provider appointments as needed, to ensure continuity of care and coordination;
5. Provides health education and coaching to assist the client in increasing self-management skills, and improve their engagement with health and service providers;
6. Fosters communication between providers (i.e., primary care, counselors, SUD treatment, medical specialists, etc.) and provider networks (i.e., those authorizing behavioral and long term supports and services);
7. Facilitates and encourages client's use of peer supports and/or participation in appropriate support groups and self-care programs in order to increase the client's knowledge of their health care conditions and to improve adherence to paths of recovery and prescribed treatments;
8. Provides supportive functions for the client, including client advocacy, assistance, consultation, family support, and crisis intervention;
9. Works collaboratively with multi-disciplinary team, including counselors, nurses, case managers, Health Home Care coordinators, and case aides;
10. Documents in electronic health record; may be required to document in secondary data platforms as well;
11. Develops and maintains complete, concise case files in compliance with policy;
12. Develops and maintains linkages with community agencies and organizations that could give support to the program and clients;

QUALIFICATIONS:

Knowledge, Skills and Abilities:

- Demonstrated ability to assess client health and functional status, understand and develop appropriate recovery plans and make clear and concise recommendations;
- Demonstrated advocacy skills and sensitivity to the needs and values of diverse groups;
- Knowledge of the local providers, services and resources, as well as the formal and informal support networks available in the service area;
- Ability to communicate effectively in both oral and written format;
- Ability to work independently, with good judgment and a minimum of supervision;
- Ability to plan, prioritize and coordinate work assignments and/or projects;
- Ability to establish and maintain effective working relationships with coworkers, community agencies, and the general public using courtesy, tact, and good judgment,
- Ability to defuse difficult situations; recognize the need for sensitivity as well as assertiveness,
- Demonstrated ability to maintain a high level of confidentiality;

Education/Experience:

- Master's Degree in Behavioral or Health Sciences or related field **and** 1 year of experience providing direct human services to clients, preferably in a community setting required **OR**
- Bachelor's Degree in an equivalent field (includes Registered Nurses) **and** at least 2 years of experience providing direct human services to clients, preferably in a community setting.

Licenses/Certificates:

- Must have a valid Washington State driver's license, a vehicle available for work-related travel, and appropriate liability insurance.
- Chemical Dependency professional credentialing preferred.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS: Work is performed approximately 30% in an office environment and 70% in field for client visits. Potential hazards include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics; significant travel; driving in inclement weather; second hand tobacco smoke; aggressive animals, exposure to contagious diseases and exposure to repetitive stresses due to prolonged use of computers.

Sufficient mobility is required for the use of office equipment such as computer laptops, telephones, files and copiers as well as for performing in-home assessments of clients which may have limited accessibility. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required. Ability to lift and maneuver a maximum of 30 pounds.

BENEFITS: NWRC offers excellent medical/dental/vision, benefits for the full-time employee and their dependent(s). In addition, the employee and dependents are eligible to participate in the Employee Assistance Program (EAP). Other benefits include participating in the Public Employees Retirement System (PERS), long term disability insurance, life insurance, various deferred compensation programs, Flex Plans for health and/or child/elder care, paid leave, sick leave, and 11 paid holidays per year.

TO APPLY: Application materials may be requested by downloading directly <http://www.nwrcwa.org/employment/>, emailing NWRCHumanResources@dshs.wa.gov, or contacting the Bellingham Office @ 360-676-6749. All application materials, including a cover letter and resume, must be fully completed and returned to the Bellingham office.

SELECTION PROCESS: After reviewing the applications, the NWRC will contact the most qualified candidates to participate in a selection process consisting of job-related selection exercises. NWRC will make reasonable accommodation upon request for those individuals with disabilities.

Northwest Regional Council
An Equal Opportunity Employer