Health Home Care Coordinator
Job Description – Posted 3/18/2019

Job Title: Health Home Care Coordinator serving Seattle Area, King County, WA
Reports to: Director, Health Homes Program
Fair Labor Standards Act Status: Non-Exempt
Compensation: $19 per hour, $39,520 annually, commensurate with experience

This position works remotely though physically reports to the Seattle office at least two times a month.

Requires daily travel in your personal vehicle (mileage reimbursed) throughout Central King County Washington, including but not limited to Bellevue, Seattle White Center, Shoreline and other areas.

Benefits Include: Medical, Dental, Vision, Disability, 401(K) with 3% employer match and combined PTO and vacation starting at 15 days. Though not guaranteed, we have in the past 2-years also offered summer Fridays and an additional week of PTO between Christmas Eve and New Year.

We embrace the “Fish! Philosophy” and as a result improve teamwork, customer service, employee engagement, retention, recognition and leadership. We believe in being there for our colleagues and those we serve, tapping into play and creativity, finding simple ways to make another person’s day and taking responsibility for choosing our own attitudes.

Position Summary:
The primary responsibility of the Health Home Care Coordinator is to work with enrolled clients to develop and implement Health Action Plans (HAPs) that move clients along a pathway to improved quality of life, health and engagement. The coordinator will work with clients over time to seek and use resources that match the clients’ needs and provide the six Health Home services of comprehensive care management, care coordination, health promotion, individual and family support, care transitions, and referrals to community and social support services. This position is field-based. The Health Home Care Coordinator will work closely with the Health Home Director and allied team members.

What You Will Do:
• Outreach and engage clients via telephone and in-person contacts.
• Coordinate and oversee the Health Home benefit by actively engaging the client via completion of Health Action Plan and supporting the client to achieve their short-term and long-term goals.
• Track meetings with the beneficiary on a monthly basis and actively assist and coach them to meet their goals and assist them with assessed needs.
• Manage a caseload of 50 members by taking initiative with managing the needs of the caseload, scheduling and organizing time.
• Complete required documentation within deadlines.
• Increase clients' ability for self-management and shared decision-making.
• Connect clients to relevant community and health care resources, with the goal of enhancing patient health and well-being, increasing client satisfaction, and promoting appropriate health care utilization.
• Improve continuity of care by helping patients navigate relationships with providers and outside resources.
• Attend on-site internal meetings as required, including 1:1s, department meetings, staff meetings, etc.
• Maintain appropriate confidentiality of all patient health information.
• Travel to client location in varied environments required.
• We deem punctual attendance a necessary and essential duty of this job.
• Other duties as assigned.

Working Hours:
The position is a traditional Monday – Friday position but flexible hours within the workweek may be required to complete all duties.

Supervisory Responsibilities:
• No supervisory responsibilities in this position.

Qualifications and Requirements:
• At least 1 year of related experience in social services, health care or case management, preferably with fieldwork.
• Experience working with people with mental illness and/or substance abuse preferred.
• Ability to work independently and in cooperation with others.
• An energetic and positive approach to the rapidly evolving changes and challenges of a complex client population.
• Comfort and competence working with a diverse client base; age, gender, race, language, country of origin, etc.

Education:
Bachelor’s Degree in Social Work, Psychology, Nursing or related field preferred, or at least 3 years of relevant experience in social services, case management or related field in lieu of degree.

Licenses/Certifications:
Current WA state driver’s license.
Preferred Competencies:
- Critical thinking and execution, relationship development, adaptability, flexibility, communication, technical and professional knowledge.
- Ability to prioritize based on rapidly changing environment.
- Able to get along with everyone, curiosity about others and a willingness/ability to meet people where they are.
- Bilingual ability a plus.

Computer Skills:
Employee possesses proficient knowledge of computers and comfort with web-based applications such as client management databases and payroll systems. Proficient level of Word, Excel and Outlook skills required.

Travel:
Must have reliable transportation, a clean driving record, be able to drive and motor vehicle insurance that meets state required minimums.

Physical Requirements and Working Environment:
This position requires the manual dexterity sufficient to operate phones, computers, and other office equipment.

This person must speak clearly using the English language to accurately convey information and be able to hear at normal speaking levels both in person and over the telephone. Vision correctable to 20/40 is required to review written materials. The working environment may vary as needed to accommodate changes and growth of the department.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

This job description does not imply that these are the only duties to be performed. Employees occupying the position will be required to follow any other related instructions and to perform any other job related duties requested by their supervisor.

HOW TO APPLY
Please submit a cover letter and resume, scanned as one document, outlining why you would be a great hire for this position to careers@projectaccessnw.org with the subject line "(YOUR NAME, Health Homes SEATTLE). No phone calls please.

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