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## **HEALTH & WELLNESS COORDINATOR**

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**REPORTS TO:** Clinic Operations Director  
**FLSA CATEGORY:** Full-time, Non-exempt  
**EEO CATEGORY:** Professional

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### **POSITION DESCRIPTION**

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Works closely with medical providers, primary care teams, and social service agencies to provide short-term care coordination, connection to resources, and provide patient support in improvement of their health and general well-being through education and provision of coordination of care and services. Works in both clinical and community-based settings.

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### **ESSENTIAL FUNCTIONS**

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1. Provides a warm handoff in the clinic to provide patients with coordination care between mental health services, dental and pharmacy.
2. Assists patients in the clinic and community setting. Communicates to patients/families the purposes of the program and the impact it may have on their well-being. Helps patients/families identify resources to address socio-economic issues that affect their overall health and develop health/social management plans and goals.
3. Documents all patient encounters and contracts made on behalf of patients; completes and submits monthly reports; maintains comprehensive electronic patient files, which include patient notes, release of information, assessments and other medical documents acquired on behalf of the patient. Documents activities, service plans, and outcomes achieved by patient in an effective manner.
4. Educates patient on the proper use of the Emergency Room and provides information for alternatives. Coaches patients in effective management of their available community resources and social programs. Assists patient/families in understanding programs and instructions. Motivates patients/families to be active and engaged participants in their health and overall well-being.

5. Assists patients in accessing health-related services, including but not limited to, providing instruction on appropriate use of the medical home and overcoming barriers to obtaining needed medical care and /or social services.
6. Provides support and advocacy during initial medical visit or when necessary to assure patients' medical needs and referrals required are being conveyed. Follows up with both patients and providers regarding health/social services plans.
7. Continuously expands knowledge and understanding of community resources and services. Facilitates patient access to community resources, including locating housing, food, clothing, prenatal classes, parenting, and providers to teach life skills, and relevant mental health services. Assists patients in utilizing community services, including scheduling appointments with social services agencies and assisting with completion of applications for programs for which they may be eligible.
8. Facilitates communication and coordinates services between providers and the patients/ families in partnership with Care Manager. Coordinates and monitors services, including comprehensive tracking of patients' compliance in relation to care plan objectives.
9. Works collaboratively and effectively within the team. Establishes positive, supportive relationships with participants and provides feedback to other members of the team. Builds and maintains positive working relationships with the patients, providers, nurse case managers, agency representatives, supervisors and office staff, from diverse cultural and socio-economic backgrounds. Works to reduce cultural and socio-economic barriers between patients and institutions.
10. Manages community and/or state programs. This includes Ryan White, local transportation, medical related programs at LCCP, and others.
11. Grows and maintains relationships with community social need partners and providers.
12. Participate in department meetings and all-staff meetings.
13. Maintain patient confidentiality in accordance with the policies of HealthWorks and as mandated by HIPAA.
14. Performs miscellaneous job-related duties as assigned.

## **RESPONSIBILITIES**

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*Other Duties/Responsibilities:* As assigned.

*Supervision Received:* Reports to the Clinic Operations Director

*Supervisory Responsibilities:* None

*Budgetary/Fiscal Responsibility:* None

*Policy and Procedure Interpretation and Development:* Responsible for understanding and applying all HealthWorks policies as related to position.

*Contact with Others:* Daily contact with HealthWorks providers, support staff and management; daily contact with patients, their families and caregivers.

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## **JOB REQUIREMENTS/EXPERIENCE**

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### *Education:*

- Bachelor's degree in health and wellness related fields of study. Would prefer a degree in social work, nursing, wellness education, or Diet and Nutrition.

### *Knowledge, Skills, and Abilities:*

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of community agencies and resources.
- Working knowledge of multi-system outreach programs related to health care delivery, clinical education, and health-related services.
- Knowledge of transportation and other barriers to care that may be encountered by patient.
- Ability to communicate medical information to health care professionals and care coordinators over the telephone.
- Skill in use of personal computers and related software applications, including email.
- Skill in organizing resources and establishing priorities.
- Creative and analytical thinking.

### *Experience:*

- Two years' experience in community health, social work, direct patient care, mental health therapy or other related activities.

### *Licenses/Certifications:*

- None required

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## **BEHAVIORAL EXPECTATIONS**

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### *Clinical Quality and Patient Safety*

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

### Service Excellence and Employee Engagement

- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks' mission, vision, and values.

### Physician & Community Relations

- Works in partnership with clinic providers and other community providers.

### Financial Performance

- Demonstrates flexible and efficient time management and the ability to prioritize workload.

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## **PHYSICAL REQUIREMENTS**

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1. 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 upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, comprehend and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.
3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in normal office environment conditions and work with various office equipment (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

## **WORK ENVIRONMENT**

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks facilities are tobacco-free.

## **EXPOSURE TO HAZARDS**

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Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

## **HOURS OF WORK / ATTENDANCE REQUIREMENTS**

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Regular attendance is required.

## **TRAVEL**

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Occasional travel will be required for training, conference participation and offsite visits.

## **BLOOD/FLUID EXPOSURE RISK**

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### **Blood/Fluid Exposure Risk:**

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

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Employee Signature

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Date

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Supervisor Signature

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Date