

## Community Health Partners

*Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.*

Job Title: Resource and Support Coordinator  
Position Status: Non-exempt  
Effective Date: 5/2021  
Reviewed By: Resource Program Supervisor

**JOB SUMMARY:** Functions as a member of the CHP health care team under the general supervision of clinic director and with content support from the Resource Program Supervisor. Provides support, assistance, linkage, referral, crisis intervention, assessment, outreach, and advocacy services to patients referred by health care team. Collaborates with other organizations to enhance community health and well-being.

### **ESSENTIAL JOB FUNCTIONS:**

#### **1. Outreach and Enrollment Duties**

- a. Demonstrates and maintains expertise in: eligibility and enrollment rules and procedures; the range of qualified health plan options and insurance affordability programs; the needs of underserved and vulnerable populations; and privacy and security standards.
- b. Complies with and successfully completes all required and applicable federal and/or state consumer assistance training related to outreach and enrollment assistance.
- c. Collects and reports data related to number of patients or community members assisted with eligibility and enrollment information and number of patients or community members enrolled in coverage.
- d. Meets with new or existing patients as well as non-patient community members to conduct eligibility screening, education, and assistance with enrollment in Medicaid, Healthy Montana Kids Program, Medicare, or Marketplace insurance.
- e. Participates in community events as a way to educate consumers about health insurance options available through the Affordable Care Act.

#### **2. Linkage/Referral Duties**

- a. Informs patients of available community services and medical health care services and assists with providing them with appropriate information.
- b. Assists patients with obtaining or retaining adequate housing by working with agencies such as Human Resource Development Council, Salvation Army, Red Cross, and the Ministerial Association.
- c. Assists patients with accurate completion of required paperwork for appropriate community services and medical health care services.

- d. Assist patients with medical debt which may include helping patients apply for financial assistance at various medical facilities.

### **3. Advocacy/Liaison Duties**

- a. Coordinates clinical issues with health care team (includes medical, dental, integrated and specialty behavioral health) and other community professionals to ensure continuity of care.
- b. Provides education and support to patients and their families by working closely with community agencies to promote and recommend services.
- c. Strives to maintain effective working relationship with CHP and staff in other community and medical health care settings.
- d. Assists with procuring transportation to and from appointments to maintain continuity of care.

### **4. General Case Management Duties**

- a. Initiates a comprehensive assessment to identify individual needs of the patient.
- b. Performs crisis intervention as needed.
- c. Maintains accurate, measurable, results-based progress notes and treatment plans.
- d. Attends staff, health care team, and other agency meetings as required.
- e. Attends training sessions and keeps abreast of developments in field.
- f. Participates in clinic quality improvement process to evaluate clinic policies and protocols.
- g. Interprets the policies and services of CHP to patients, their families, and to other community agencies.
- h. Participates in the coordination of discharge planning for CHP patients.

### **5. Public Relations**

- a. Answers questions and provides information pertaining to the case management services at CHP.
- b. Maintains tact, diplomacy, and professionalism at all times.
- c. Maintains confidentiality and abides by the Montana Uniform Health Information Act guidelines.

### **6. General Responsibilities**

- a. Participation in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
- b. Further the mission of CHP through active support of the strategic goals.
- c. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.
- d. Understands and adheres to HIPAA regulations.
- e. Maintains records accurately and assists in CQI (Continuous Quality Improvement) and statistical data compilation.
- f. Provides support to the administrative team when requested including front desk duties, phone support, and scheduling.

- g. Further the mission of CHP through active support of the strategic goals

### **Skills and Attitudes**

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, be organized, and be a self-starter
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect
8. Ability to navigate technology efficiently.
9. Ability to gracefully accept and respond to feedback.
10. Provides non-judgmental care to all.

### **Essential Physical Requirements**

	<b>Occasionally (1%-33% of day)</b>	<b>Frequently (34%-66% of day)</b>	<b>Continuously (67%-100% of day)</b>
Sitting		<b>X</b>	
Standing	<b>X</b>		
Walking		<b>X</b>	
Speaking/Hearing			<b>X</b>
Seeing			<b>X</b>
Hand/Wrist Work (ie. Keyboarding)			<b>X</b>
Pushing/Pulling		<b>X</b>	
Fine Manipulation	<b>X</b>		
Grasping	<b>X</b>		
Reaching	<b>X</b>		
Bend		<b>X</b>	
Kneel	<b>X</b>		
Squat	<b>X</b>		
Lift 1-10 lbs	<b>X</b>		
Lift 11-20 lbs	<b>X</b>		

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.

### **JOB QUALIFICATIONS:**

#### Education:

Graduate of an accredited college with a degree in social work, human services, and/or related field.

Experience:

Two years of case management experience in health care setting and/or mental health setting.

I have read the job description above:

Name: \_\_\_\_\_ Date: \_\_\_\_\_