



## **JOB DESCRIPTION** **Care Coordinator**

**REPORTS TO:** Director of Primary Care Behavioral Health

**EDUCATION & EXPERIENCE:** Licensed Baccalaureate Social Worker (LBSW) with five years of experience, or Licensed Master of Social Work (LMSW) preferred.

**DESCRIPTION:** The Care Coordinator is a hybrid position whose time is equally distributed between two programs: 1) Case Management for Children and Pregnant Women and 2) Chronic Care Management

### **SKILLS:**

- Basic understanding of chronic care management and primary care systems
- Ability to navigate health care systems
- General knowledge of chronic health care conditions and needs of children and pregnant women
- Ability to communicate across disciplines
- Familiarity with coordinating support services for patients
- Excellent written & verbal communications
- Ability to speak Spanish is valued and reflected in compensation.

### **PRIMARY DUTIES:**

- Implement and support care management for patients with medical and behavioral disorders.
- Provide care coordination services to address short and long-term medical and behavioral health treatment goals.
- Coordinate with primary care teams and collaborate with community partners to address unmet needs for at-risk patients.
- Provide problem-solving assistance and decision-support to primary care teams implementing care management.
- Perform advanced care management tasks including pre-visit planning, providing patient education, monitoring registries and supporting patient self-management
- Communicate with physician and care team members about relevant patient needs or changes

*Clinical supervision is available within this position.*

### **PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Periodic use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications

The mission of Waco Family Medicine (WFM) is to improve the wellness of the underserved and vulnerable residents of the Heart of Texas by providing effective access to high quality comprehensive primary healthcare. Almost 80% of our patients live at or below the Federal Poverty Guideline and represent a diverse range of cultural backgrounds. We provide care at every stage of life from fifteen sites across two counties.

Waco Family Medicine has named health equity as a key strategic vision for the organization, recognizing the close link between the elimination of disparities and health outcomes. Therefore, candidates with experience serving diverse or underrepresented populations are preferred. Further, prior demonstration of knowledge or contributions to racial justice efforts is considered a minimum qualification.

TO APPLY: Please visit our website at [www.wacofamilymedicine.org](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.

Accepting applications until November 18, 2022.

**REVIEWED WITH EMPLOYEE:**

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Employee

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Supervisor

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Date