

Berks Counseling Center – Job Description

Position Title:	CLINICAL CARE COORDINATOR	Classification:	E2
Department:	ADMINISTRATION	FLSA Status:	EXEMPT
Accountability:	CQI DIRECTOR	Status:	FULL-TIME
Primary Location:	BCC	Creation/Revision Date:	JUNE 2019/NOV 2020
Position Has Direct Contact with Children:	YES	Position Has Driving Requirements:	NO
Remote Work Eligibility:	NOT ELIGIBLE		

General Summary

This position provides advanced level administrative support across various programs. Activities include data collection and reporting, surveying, overseeing the coordination of care across programs, approval of services, CQI activities, participating in huddles, processing requests for medical records and scheduling and assuring patient access to care. The Coordinator will work closely with his/her Direct Supervisor and collaboratively with other Department Supervisors within the agency.

Clinical Care Coordination is provided to the following departments: Assertive Community Treatment (ACT), Case Management, Clinical, Integrated Medical, and Wellness.

Minimum Qualifications

Bachelor's degree or Business School Certificate plus at least three (3) years of experience working in a similar capacity and in a health or behavioral healthcare setting, or five (5) or more years of direct experience. Bilingual (English/Spanish) preferred. Knowledge of or experience with trauma-informed approaches preferred.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge of BCC clinical and administrative operations, services, policies and procedures.
- Knowledge of confidentiality laws at the state and federal level, as well as organization privacy practices.
- Knowledge of the Integrated Care model.
- Knowledge of Electronic Health Records.
- Knowledge and understanding of trauma and how it impacts others.
- Skill in active listening and collaborative communication.
- Skill in managing competing priorities.
- Skill in oral and written communication.
- Skill in operating office and technological equipment and software.
- Ability to follow written and oral instructions.
- Ability to learn and utilize software applications to assist in the goals and objectives of the position.
- Ability to assist in creating, and/or create, program reports that are clear, concise, and aid in organizational decision making.
- Ability to analyze data and recognize and report on trends.
- Ability to communicate professionally with coworkers and patients.
- Ability to organize daily activities.
- Ability to work independently and meet managerial goals.
- Ability to engage in honest, transparent and respectful interactions with others.
- Ability to act with integrity and work from a place of empathy and compassion.

Essential Job Functions

1. Provides direct administrative assistance to departments noted above.
2. Assures overall compliance with all CC BCH, insurance, licensing and other standards and relevant laws/regulations that govern clinical care.
3. Supports internal operations within and across programs including oversight of the scheduling of services.
4. Assists with grants, contracts, policies, procedures, insurance/billing, and other programmatic initiatives.
5. Serves as a member of the CQI team and regularly engages in CQI activities that support the effective and efficient operation of the organization.
6. Assists with ensuring the accuracy, timeliness, and compliance of information contained in the electronic health record (EHR).
7. Keeps up to date on standards and regulations attending trainings, webinars, and community events on same.
8. Assures accurate documentation of training and staff compliance with regard to training standards.
9. Provides outreach and a high level of customer service to referrals sources and collaborative partners.
10. Plays a key role in agency data collection and reporting.
11. Works regularly with electronic health records and other information management systems to generate and create reports as needed to meet the goals of the organization.
12. Assists with clinical screening and patient surveys.
13. Processes requests for medical records.
14. Provides active outreach to clients for no shows, routine follow up, re-engagement, and identifying and resolving barriers to maintaining care.
15. Participates in daily huddles sharing relevant data and facilitating patient access to care.
16. Develop an understanding of trauma and how it impacts others.
17. Incorporate trauma informed practices into job duties and responsibilities, including interactions and communications with others.
18. Be an active member of BCC's culture of caring through positive and engaging social interactions.
19. Performs all other related duties and responsibilities as assigned.

Physical Requirements

- SEEING: Must be able to see well enough to read reports and use computer.
- COMMUNICATING: Must be able to communicate to patients, vendors and coworkers.
- MOBILITY: Must have mobility to move about the agency.
- LIFTING/PUSHING/PULLING: Must be able to lift up to 25 pounds.
- OTHER: Must be able to write, type, and use technology.

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

CLINICAL CARE COORDINATOR – Signature/Date

CQI DIRECTOR – Signature/Date

PRINTED NAME

PRINTED NAME