LIFESCAPE COMMUNITY SERVICES/COMMUNITY KITCHEN, INC.
Job Description

Position: Care Coordinator

Primary Assignment: Choices for Care (Whiteside, Carroll, Ogle, & Lee Counties)

Reports to: Care Coordination Unit Supervisor

Salary: $38,499; $4,000 raise at successful completion of 1st year of employment
Position Type: Full Time
FLSA: Exempt
Location: Rock Falls
Date Posted: 11/08/2019
Supervision Exercised: None

Job Summary:
Care Coordinators are trained and expected to serve in all Care Coordination Unit capacities, the main job focus of this position is to complete Choices for Care screens throughout the Whiteside, Carroll, Ogle, and Lee Counties of Northwestern Illinois.

Essential Duties and Responsibilities include the following. **Related duties may be assigned.**

Care Coordinator Responsibilities

- Accept and follow up on all inquiries for services.
- Complete community-based assessments to establish eligibility for services by administering the appropriate intake form, comprehensive needs assessment, and Determination of Need (DON).
- Develop a Person-Centered Plan of Care (PoC) and Participant Agreement (PA) to authorize Community Care Program (CCP) services and arrange for service implementation in accordance with the PoC and PA with IDoA approved vendors.
- Perform and/or approve Choices for Care Screening in hospitals, rehabilitation and Long-Term Care Facilities, and in the community.
- Perform Healthcare & Family Services OBRA-1 (Level I ID Screen);
- Make appropriate referrals and respond to applicant/client requests
- Maintain detailed case records, including documentation of follow-up, reassessment, and termination.
- Participate in the appeals process or other IDoA matters as instructed by the program supervisor. This may include, timely provision of documents requested by IDoA, attendance at appeal hearings, implementing corrective action, and more.
- Follow required billing policy and procedure and complete billing activities in a timely manner.
- Assist CCP providers with resolution of disputes under the guidance of the program supervisor.
- Comply with all Critical Event Reporting requirements which includes the submission, tracking, and follow up of Critical Incident Reports, Service Improvement Plans, and Requests for Change of Status.
- Assist and ensure completion of Medicaid application and redeterminations for all CCP participants and applicants.
- Comply with all due dates, time frames, performance measures, policies and procedures, initiatives, and projects established or implemented by IDoA regulation and internal policy & procedure.
- Complete all initial and ongoing certification and training requirements to maintain compliance with IDoA and internal policies.
- Participate in On-Call rotation.
- Participate in marketing/outreach activities and events to promote agency services.
- Maintain a spirit of team work and comradery, recognizing the agency focus is on serving clients.
- Represent the agency professionally in manner, speech, and dress.
- All other duties as assigned by program supervisor, program director, or executive director.

Choices for Care Responsibilities

- Receive requests for CFC screenings from hospital, rehabilitation and long-term care facilities, self-reports and others.
- Complete prescreens within 24 hours of receipt and prior to patient discharge from hospital.
- Complete post screens within 24-48 hours, maintaining compliance with IDoA policy.
- Develop and maintain rapport with community partners to facilitate the delivery of services in the various care settings across the region.
- Maintain ongoing contact with program supervisor while in the field and coordinate hard to reach clients/service delivery through the program supervisor.
- Complete other CCU duties as assigned by program supervisor

ESSENTIAL FUNCTIONS:

- Must be able to read, write, and understand written and verbal instructions.
- Must be able to operate fax, copy machine, basic office machines and multiple telephone lines.
- Must be computer literate.
- Must be able to effectively and patiently communicate with consumers, caregivers, staff and visitors.
- Must be able to interpret consumers or caregivers needs effectively.
- Must be able to concisely and accurately convey those needs to the appropriate agencies.
- Must be able to interpret a variety of instructions furnished in written or oral form from government, benefit and funding organizations.
- Must be able to travel to and safely enter homes and other locations to perform job-related duties outside of the office environment.
- Must be able to work independently

Qualification: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirements

- Must be 21 years of age.
- Must meet the educational and experience requirements designated by Illinois Administrative Code Title 89 Section 220.605 found below:
    - Be an RN, or a BSN, or have a BA/BS degree in social science, social work or related field. (One year of program experience, which is defined as assessment, provision, and/or authorization of formal services for the elderly, may replace one year of college education up to and including four years of experience replacing a baccalaureate degree);
    - or be a LPN with one year of program experience which is defined as assessment of and provision of formal services for the elderly and/or authorizing service provision; o
- Must have valid driver's license, clean driving record and own transportation with current insurance coverage. Not have been convicted within 3 years of the date of application of any of the following offenses involving the operation of a motor vehicle: Driving Under the Influence of alcohol and/or drugs (DUI), Reckless Driving, Leaving the Scene of an accident involving death or personal injury, Drag Racing, Manslaughter, Reckless Homicide, Reckless Conduct
- Must be able to work and communicate effectively with older persons, persons with sight and hearing impairments, and persons with a variety of economic, social and cultural backgrounds with an emphasis on seniors.
- Must be able to perform essential functions of position.
- Must be able to work nights and weekends, as needed.