Community Care Coordinator Description

The Care Coordinator is responsible for coordinating services for patients with mental illness who present to the Emergency Department (ED) and/or are admitted to the hospital and would benefit from outpatient services.

The Care Coordinator works closely with the ED and the hospital social workers and nurses to ensure that patients with mental illness engage in outpatient aftercare.

The primary goals of the Care Coordinator are to help patients with mental illness access appropriate outpatient services, reduce patients’ visits to the Emergency Department, and reduce readmissions to behavioral health inpatient care.

The Care Coordinator will work with patients, hospitals, and all available community resources to remove barriers that have traditionally interfered with patient access to or compliance with outpatient care.

When appropriate, patients who frequently present to the Emergency Department or are regularly admitted to the inpatient unit are referred to the Care Coordinator.

The Care Coordinator provides the linkage between the hospital and the local outpatient service providers (i.e. Siouxland Mental Health Center, Siouxland Community Health Center, Jackson Recovery Center, primary care physicians, or other current providers).

The Care Coordinator provides support and attempts to remove common obstacles to outpatient care such as transportation problems, lack of awareness of funding and support options, lack of access to medications, and failure to attend outpatient appointments due to memory/cognitive problems, symptoms of mental illness, or functional limitations.

The Care Coordinator is funded 100 percent by Mercy and Unity Point/St. Luke’s.

As part of the collaboration SMHC staff and both hospital staffs meet monthly to identify obstacles and barriers to quality and effective patient care, and to develop solutions to those problems.

Job Description

Department: Therapy Department

Job Title: Mental Health Care Coordinator

Reports to: Clinical Director

Job Purpose: The Care Coordinator is responsible for providing service coordination to adults with chronic mental illness, substance abuse, and physical health conditions. The goal of care
coordination is to reduce unnecessary contacts with emergency departments and unnecessary inpatient hospitalizations while removing barriers to outpatient services and healthy outcomes. This position is the result of a collaborative effort by Mercy Medical Center, St. Luke’s Medical Center, and Siouxland Mental Health Center. The Care Coordinator will be employed and directly supervised by Siouxland Mental Health.

**Essential Duties and Responsibilities:**

- Provide appropriate linkages, referrals, coordination, and follow-up for patients to services and supports, including referrals and linkages to long term services and supports.
- Provide health care appointment scheduling for patients to mental health, substance abuse, and physical health providers.
- Ensure patient has adequate transportation to and from appointments, including transporting patients directly as needed.
- Participate in hospital discharge processes and communicate with other providers and family members.
- Communicate and collaborate with hospital emergency department staff to ensure the coordination of patient care and treatment
- Assist patients in obtaining necessary medications and increasing medication compliance
- Serve as a community educator by providing mental health information to relevant organizations and groups.
- Work closely with community resources and organizations in coordinating client services.
- Advocate for patients who may be vulnerable or need additional support.
- Complete and file all documentation as required in a timely manner.
- Ensure releases of information and other required documents are completed and filed.
- Attend provider team meetings to promote collaboration of service and treatment providers.
- Attend and participate in individual and/or peer supervision as directed

**Additional Duties and Responsibilities:**

- Accomplish all tasks as appropriately assigned or requested.

**Competencies:**

- Social Skills—the individual professionally interacts with employees and patients and models a positive teamwork attitude.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
• Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.

• Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.

• Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.

• Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.

• Interpersonal skills—the individual maintains confidentiality, remains open to others’ ideas and exhibits willingness to try new things.

• Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates one-on-one and group presentation skills.

• Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.

**Experience and Education:**

**Required:**

• Bachelor’s degree in human services field; and 1 year relevant experience working with adults experiencing mental illness.

• Previous experience working in a team environment.

**Preferred:**

• Knowledge of Siouxland community resources

• Experience in working with adults diagnosed with multi-occurring disorders

**Employee Signature:** ________________________________ **Date:** __________________

**Supervisor Signature:** ________________________________ **Date:** __________________

**HR Signature:** ________________________________ **Date:** __________________