



CASE MANAGEMENT CARE COORDINATOR - TEMPORARY JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing accessible and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Case Management Care Coordinator (CMCC) works under direct supervision of the Case Management Supervisor and/or Case Management Director and works with the Case Management (CM) Team in a variety of ways. The CMCC assists all patients in need of Case Management Services by acting as a patient and program advocate and navigator. The CMCC assists in developing CM work flows and supports scheduling.

Further, the CMCC addresses barriers to CM care by providing advocacy and coordination of appointments and referrals, preparing charts for patient visits, assisting the CM providers with workflows, and serving as a strong and flexible member of a health care team. The CMCC demonstrates exceptional critical thinking, clinical, patient and provider relations, organizational, and time management skills.

Classification: Temporary, Full-time, Hourly, Non-Exempt

Reports to: Case Management Supervisor, Case Management Director

Language Requirements: Bilingual in English/Spanish

Location: Varies; Clinic/Remote

Hours: 8:00AM-5:00PM; Flexible

Pay Range: \$26.00 – 30.90/hr, DOE

BENEFITS:

This is a temporary, full-time, hourly, non-exempt position not eligible for benefits. The projected assignment is 4-6 months with potential to become permanent. A temporary employee at SCCH is entitled to CA Paid Sick Leave and an automatic 2% enrollment in a 401K retirement plan with a 2% employer match.



QUALIFICATIONS:

MINIMUM QUALIFICATIONS

- At least one year of experience working in a healthcare setting
- Desire to serve the community clinic population with IBH services
- Experience and/or interest in social work, public health, community advocacy, case management
- Bilingual in Spanish/English

PREFERRED QUALIFICATIONS

- Bachelor's Degree in Health and Human Services, Community Studies, Health Sciences, or related field
- Experienced in Motivational Interviewing
- Skilled in Microsoft Office (Outlook, Word, PowerPoint, Excel)
- Experienced with Electronic Health Record (EHR) systems

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Patient Care

- Serves as a navigator and advocate for patients to access case management services
- May conduct outreach to potential CM patients as directed
- Monitors and scrubs Case Managers schedules and caseloads on a daily basis
- Facilitates patient education about SCCH's integrated model
- Serves as a point of contact for Case Management patients and corresponds on various platforms on behalf of Case Managers as needed to support resource linkage
- Confirms eligibility and submits documentation of Case Management patients for ECM benefits at least monthly
- Regularly interfaces with CCAH regarding ECM patients and shares data and documents including TARS via their secure portals and other programs such as Activate Care
- Sends notices to the CM team via the EHR regarding their contacts with ECM patients, mid-month and as needed
- Participates in grant related activities as directed by supervisor including meetings, data collection, and data entry
- Assist the Case Managers with administrative duties including corresponding with patients via secure messaging platform as needed
- Liaison between the CM team and other operations staff, may attend some operations meetings on behalf of the CM team as directed
- Other projects as assigned

Team-Based Care



- Trains Medical Assistants and Patient Services Representatives on CM policies, workflows, and scheduling protocols
- Manages agenda, meeting minutes and participates in BH Team Huddles and Case Management Meetings
- Uses data effectively to assist Case Management leadership in meeting productivity targets
- Involvement in organizational planning committees as assigned
- Coordinates with external healthcare systems to ensure continuity of care
- Supports referrals to other agencies as needed by sending paperwork and following up
- Partners with case managers for high-risk patient care plans and scheduling, including management of patients with multiple co-morbidities or high risk for readmission to a hospital
- Demonstrates clear verbal and written communication amongst care team members
- Evaluates utilization of resources and develops new forms, workflows, and procedures as necessary
- Coordinates clinical supervision and meetings and blocks provider schedule accordingly

SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).