JOB TITLE: Clinical Coordinator

FLSA: Exempt
Grade: 18

DEPARTMENT: Aging

REPORTS TO: Division Manager

JOB SUMMARY: The Clinical Coordinator is responsible for the direct supervision and coordination of a team of Case Managers for the Long-Term Services and Supports (LTSS) programs. In addition to core duties, Clinical Coordinators may operate as a contributing member of the team.

MAJOR DUTIES:

- Determines need and level of care and other assessments required throughout client's program participation
- Provides support for the completion of clinical health and/or behavioral/cognitive assessment reviews.
- Coordinates with the team for assignment of cases based on acuity.
- Monitor team member performance to ensure quality work, timeliness, effectiveness and professionalism in interactions with clients and others.
- Reviews and evaluates quality performance of team members through client file reviews and other quality improvement mechanisms in place to ensure accuracy, completeness and compliance with applicable guidelines.
- Ensures team members follow all principles, policies and procedures established by the Alabama Medicaid Agency, the Alabama Department of Senior Services, National Committee for Quality Assurance (NCQA), and NARCOG.
- Assists team members develop goals, objectives and schedules for the successful delivery of client services.
- Provides coaching, training, development and direction to team members for the successful provision of client services.
- Assists team members to resolve conflicts between providers and clients.
- Maintains records and prepares reports of team and individual accomplishments for submission to the Division Manager.
- Provides periodic reports to the Division Manager on training needs, reassignments and performance issues.
- Specific Duties for the <u>RN Clinical Coordinator</u> include: Directs the clinical health

component of LTSS care team duties and assessments. Coordinates efforts to address clinical factors impacting health and wellbeing of LTSS case management clients. Participates in the performance of agency level determination of need and level of care reviews to include client medication review and other assessments required throughout client's program participation. Coordinates with care team for assignment of cases based on acuity.

- Specific duties on the SW Clinical Coordinator include: Provides direct management of care team(s) providing case management to clients receiving LTSS services. Manages team-based case management services and acts as a resource to address clinical factors impacting health and wellbeing of LTSS case management clients. Participates in the performance of agency level determination of need and level of care reviews to include client psycho-social, behavioral health and other assessments required throughout client's program participation. Coordinates with care team for assignment of cases based on acuity.
- Other Duties – This job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that may be required for this job. Duties and responsibilities may change at any time with or without notice.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of case management principles and practices.
- Knowledge of computers and job-related software programs.
- Skill in oral and written communication.
- Skill in report preparation and presentation.
- Skill in maintaining effective working relationships with a wide range of individuals and groups.

SUPERVISORY CONTROLS: The Division Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy and the nature and propriety of the final results.

GUIDELINES: Guidelines include the Alabama Scope of Services for the Medicaid Waiver Program. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY: The work consists of varied case management duties. Strict regulations

contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to assist clients in the coordination of needed services. Successful performance contributes to the health and safety of clients.

PERSONAL CONTACTS: Contacts are typically with team members, co-workers, clients, direct service providers, home health care workers, and members of the public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office, an automobile, and in client's homes. The employee may be exposed to contagious or infectious diseases and occasional cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over a team of Case Managers.

MINIMUM QUALIFICATIONS:

- For the RN Clinical Coordinator: Registered Nurse with current active Alabama License and 2 years of professional experience.
- For the SW Clinical Coordinator: A Bachelor's degree in social work from an accredited college or university and be currently and active Alabama social work license.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Alabama for the type of vehicle or equipment operated.

This job description approved by:

_____ 7/27/18

Executive Director Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

_____ _____

Employee Date