



## NEW YORK STATE AMERICORPS MEMBER POSITION DESCRIPTION

**Member Position / Title:** Care Coordinator

**# of Member Slots in this Position:** 1

**Member Immediate Supervisor Name:**  
Joe Nolet

**Position Start Date:** September 25, 2017

**Member Immediate Supervisor Title:**  
Care Coordinator Supervisor

**Position End Date:** July 30, 2018

**Days / Hours of Service:**  
Mon-Friday and Some Saturdays – Daytime hours

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**Host Site Agency Name:** Whitney Young Health

**Address:** 920 Lark Drive

**City:** Albany , NY      **Zip Code:** 12207

**Organization/Agency Mission and/or Goals:**

Whitney M. Young, Jr. Health Center's mission is to provide access to consistent quality healthcare without regard to income. Our vision is to be a community leader, committed to delivering dependable, compassionate, high quality health care that enhances the well-being of our diverse and changing communities. By partnering with our patients, drawing on our expertise and collaborating with other community resources, we will promote and support our patients' efforts to achieve optimal health goals.

**Program Mission and/or Goals:**

Provide expanded mental health and substance abuse services for persons with opioid use disorder and to provide education on opioid use prevention; reduction in hospitalizations.

**Community Need:** Providing prevention and treatment services for persons with opioid use disorder to prevent continuation of opioid epidemic.



**Member Position Summary:**

The Care Coordinator is responsible for provision of all aspects of the Health Home Care Coordination services. The position requires meeting the requirements of the lead Health Home, DOH and WYH to ensure that patients have full access to care, prevention and treatment services to reduce opioid use and hospitalizations.

**Necessary Training or Training Plan to be implemented prior to Member Placement:**

Member will receive a comprehensive orientation and training plan at the time of placement, including HIPAA and electronic health records.

**Member Impact:**

The impact will be the prevention, education and treatment of persons with opioid use disorder so that there will be a reduction in overdoses and hospitalizations.

**Essential Functions of Position:**

- Completes required reports for the Lead agency, NYSDOH, WYH and, as assigned, by Supervisor.
- Assists patients to achieve outcomes as required by the Health Home, NYSDOH, HRSA and WYH.
- Maintains assigned caseload of patients and maintains a productivity rate as established by Supervisor.
- Provides outreach and active engagement activities for all patients in assigned caseload and provides each patient with at least one billable care coordination service each month.
- Provide integrated case management services to patients with co-occurring mental health and substance use disorders to support treatment, including coordination with specialty providers that will provide care via referral agreement for severe/complex cases.
- Enhance education for patients, families, communities, and personnel to support patient engagement and self-management that includes medical conditions that often co-occur with mental health and substance use disorders (e.g., diabetes mellitus, heart failure, hepatitis, HIV/AIDS, hypertension, obesity).
- Collaborate with existing community resources to address environmental factors that impact the onset or recurrence of substance use disorders, with a focus on opioid use disorders.
- Expand access to mental health services, and substance abuse services focusing on the treatment, prevention, and awareness of opioid abuse via linkages and referrals.
- Engages and mobilizes family strengths and appropriate community resources to assist in goal attainment.
- Conducts client-specific advocacy related to supportive services.
- Participates as part of a multidisciplinary team providing collaborative care with Primary Care and Behavioral Health providers.
- Completes all required documentation including progress notes, assessments and Care Plans in accordance with Lead agency, NYSDOH and WYH.
- Ensures attainment of knowledge to effectively work out of the WYH EHR and Health Home EHR.

**Required Knowledge, Skills, and Abilities:**

A minimum of two (2) year's work experience in case management or case work with one of the following populations: persons with HIV/AIDS, women, children & families, persons with MR/DD, or substance users; Strong written and verbal communication skills; Provides excellent customer service and demonstrates a high level of cultural competency. Ability to adhere to strict confidentiality guidelines. Have a working knowledge of computers, particularly electronic health records and Microsoft Office program.



**Required Academic and Experience Qualifications:**

Bachelor's degree in Psychology, Sociology, Social Work, or Nursing

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**Does the AmeriCorps member serving in this position have recurring access to vulnerable populations?**

No     Yes

*See the following link for AmeriCorps Criminal Background Check requirements for members having recurring access to vulnerable populations.*

*<http://www.newyorkersvolunteer.ny.gov/docfiles/AmeriCorps%20Criminal%20History%20Check%20Requirements.pdf>*

