



Cow Creek Government Office

Position Description

Position Title: Tribal Intensive Care Coordinator

Department: Social Services

Reports To: Social Services Director

FLSA Designation: Non-exempt

POSITION PURPOSE:

The Tribal Intensive Care Coordinator manages, coordinates and supports the delivery of integrated physical and behavioral health care, including substance use disorder treatment, using a patient-centered approach. The target population for services is individuals with combinations of severe and persistent mental illness, substance use disorders, physical health barriers and jail recidivism. The care coordinator promotes recovery, resiliency, wellness, independence and safety for clientele through direct services provided in accordance with the agency's mission and vision. This is a 2 year grant funded position and will end April 2022.

ESSENTIAL FUNCTIONS:

- Coordinate trauma-informed care across settings and providers to ensure seamless transitions for patients across the full spectrum of health services, including access to high-quality physical health (both acute and chronic) and behavioral health care, as well as preventative and health promotion needs are addressed as part of the holistic, whole –person, culturally-sensitive health approach.
- Ensure that care coordination activities are carried out in keeping with the consumer's preferences and needs for care.
- Documentation: Ensure compliance with all applicable state, federal, and agency standards.
- Participate in the development, implementation, monitoring and oversight for various Evidence-Based, Best Practice models of service delivery to ensure requirements are met for fidelity and/or to satisfy requirements of a specific grant or contract. Participate in audit reviews as required and complete required reports.
- Participate in activities that support Quality Improvement and result in better outcomes for clientele.
- Establish and maintain routine collaborative meetings between Integrated Care and system partners toward achieving benchmark standards and improving patient care.
- Educate patients about health issues relevant to their care, community health resources, insurance information, financial assistance, pharmaceutical services, etc.
- Collaborate with treating providers using available data, such as exams/assessments scores, participant evaluations, and service observations in order to identify health and wellness needs and develop and implement care coordination plan to address treatment barriers.

- Participate in Quality Assurance and Quality Improvement activities, including data collection, tracking, and analysis.
- Provides culturally responsive and trauma-informed services.
- Work is performed within company policy and procedure, federal, state and county statutes, rules, regulations, guidelines and ordinances; in compliance with HIPAA.
- Consistent, effective communication (all forms) and the ability to work well independently and with others is required.

QUALIFICATIONS:

- Bachelor's degree in Social Services or equivalent education required.
- Experience with or knowledge of wellness-oriented trauma-informed care.
- Thorough knowledge of human behavior/development as it relates to crisis situations and problems of client population.
- Skill in communications, both written and verbal, that promote professional development and ethical practice that meets agency standards.
- Must have a valid current Oregon Drivers' License.