

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.
JOB DESCRIPTION**

DATE ESTABLISHED: 02/17/2022
DATE AMENDED: 12/08/2022

TITLE OF POSITION: Care Coordinator
POSITION NUMBER: 26-03
PROGRAM: Psychiatry
COMPONENT: CSU or Outpatient Services

MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED:

A minimum of a bachelor's degree in psychology, social work, counseling, or a related behavioral health discipline is required. Previous experience in healthcare or behavioral care preferred.

All candidates must possess the following attributes:

- Good communication and assessment skills. Respect for client rights and personal preferences in treatment are essential. Ability to use EHR system and other associated electronic communication systems.
- Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illness and co-occurring substance use diagnoses.
- Must have a valid Florida driver's license and meet all Center requirements for vehicle operations and transportation of clients in Center and non-Center vehicles.
- Completion of Cardiopulmonary Resuscitation and Basic First Aid training (within six months of hiring). Completion of four hours of HIV/AIDS education (within 30 days of hiring) and two hours of HIV/AIDS information (biannually).
- Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment

SUPERVISOR: Program Director or Designee
POSITIONS SUPERVISED: None

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Serve as single point of accountability for the coordination of an individual's care with all involved parties (i.e., behavioral health care, transportation, etc.)
2. Refer client to needed services within LMC and with local agencies.
3. Communicate directly with clients regarding upcoming services and determine potential barriers to adherence.

4. Assist staff with treatment planning as it relates to meeting appointments and obtaining authorizations for needed services.
5. Obtain releases of information, consents and data sharing agreements as allowed by federal and state laws to allow for sharing of information from and with other health care providers, family and/or household members involved in the individual's care.
6. Utilize the individual's perspective, strengths, values, and preferences in facilitating service plans. Involve family and others in the decision making based on the individualized strength- based plan of care.
7. Provide effective transitions with individuals using "warm hand-offs". Provide face-to-face contact with individuals as needed.
8. Identify providers for the transfer of persons served. Obtain releases of information to be able to communicate effectively with others involved in care during potential transfers. Use culturally and linguistically competent skills to ensure respect for and build on the values, preferences, beliefs, culture, and identity of the individual served and their community.
9. Assist medical staff in monitoring client's progress as it relates to maintaining appointments and provide support through referrals, emotional support, resources, service arrangements, and ongoing follow-up.
10. Help persons served to access reliable transportation (e.g. arrange for cabs, use public transportation, and find rides) or transport persons served to appointments when no other option is available.
11. Participate in consultations and in the process of transferring persons between needed services both in-patient and out-patient.
12. Certified case managers must complete required training and testing to earn and to keep certification status as necessary through the Florida Board of Certification within the required timeframes for their respective certifications.
13. Provide outreach and home visit services as directed.
14. Document services within 24 hours of service delivery.
15. Provide and document client contact at least three times one week prior to scheduled psychiatric appointments.

OTHER ESSENTIAL FUNCTIONS:

Travel required between multiple service sites, to the homes, shelters, agencies, employment sites, residences of persons served, and other community locations and within LMC service area

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Date: _____