

Palm Beach County Medical Society and Services

JOB TITLE: Care Coordinator
LOCATION: West Palm Beach, FL
CLASSIFICATION: Full-time, Non-Exempt
REPORTS TO: Program Manager and Director of Community Programs
REVISION DATE: August 2019

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist patients through the healthcare system by acting as a patient advocate and navigator.
- Complete assessments to determine appropriate program referrals.
- Facilitate application assistance for patients in need of access to healthcare and related supports.
- Coordinate continuity of patient care with external healthcare organizations and facilities, including referrals from the primary care provider to a specialty care provider.
- Coordinate required documentation for volunteer medical appointments.
- Manage triage case reviews.
- Oversee and manage pre- and post-op needs; coordinate surgeries as needed.
- Review medical records and manage requests.
- Promote clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.
- Provide guidance and support to clients; Set program expectations.
- Handle packet pick-up for consults, imaging/test client appointments.
- Assist in tracking and monitoring enrollment/disenrollment of patients in Project Access program.
- Troubleshoot issues with care provided via program.
- Establish and maintain effective working relationships with staff, funders and community partners.
- Perform other duties as assigned.

REQUIREMENTS:

- Bachelor's Degree from an accredited college or university or equivalent in a field related to job responsibilities may be substituted for a bachelor's degree.
- Community Health Worker Certification preferred.
- Minimum 2 years' experience in related field.
- Able to maintain confidentiality with all aspects of information in accordance with practice, State and Federal regulations.
- Self-disciplined, energetic, passionate and innovative.
- Superb organization skills and attention to detail.
- Ability to prioritize multiple projects while meeting goals and deadlines.
- Ability to stay on task and meet deadlines with minimal supervision.
- Possess effective computer skills and communication skills with a focus on customer service.
- Must have good listening skills and the ability to empathize with patients.
- Collaborates effectively with others and can follow a system and protocol to achieve a common goal.
- Demonstrates sound judgment, decision-making and problem-solving skills.