



## Care Coordinator 1

### Position Overview

Assess individual/family needs and identify and coordinate the delivery of services. Individual-oriented tasks will involve screening, assessment, service coordination, monitoring, follow-up and advocacy. The Care Coordinator will act as a liaison between community members, services, recipients and state representatives.

### Essential Job Functions

- Process requests for services, provide referrals, assessments, consultation, monitoring and follow-up.
- Develop a plan of care with and for individuals enrolled in the Care Coordination service and update the plan as needed.
- Implement the plan of care, coordinating with the necessary providers ensuring that each provider receives an approved plan of care.
- Monitor client situations to ensure the individual and family are receiving the services outlined in the plan of care.
- Identify and advocate for new, improved and/or enhanced services to meet the needs of family coping with ADRD.
- Establish a network with other community service providers.
- Assist with new referral process by accepting phone call or appointment, collection of information, and referral to appropriate department (commonly known as “intake”).
- Promote the Agency’s mission, goals and programs.
- Understand and comply with all agency policies and procedures.
- Ensure confidentiality as prescribed by agency policy and federal/state law.
- Maintain and promote a positive professional working relationship with all employees.
- Attend and participate in meetings, committees and training as assigned.
- Follow timelines and documentation practices established by the Care Coordination Director.
- Perform other duties as assigned.

### Requirements and Qualifications

- Bachelor's degree in social work, psychology, nursing, health, human services or closely related field and minimum of one full year paid work experience in human services. Some of the education requirement may be substituted for additional work experience (e.g. Associate degree or two years of college credit in the above fields plus three years paid work experience in human services).
- Must become certified by the State of Alaska to provide Medicaid Waiver care coordination within three months of employment.
- Ability to pass a state and federal criminal background check.
- Valid Alaska driver's license with a good driving record and proof of auto insurance.

### Knowledge, Skills and Abilities

- Knowledge of or the ability to learn about Alzheimer’s disease and related disorders and/or Intellectual Developmental Disability and/or complex medical conditions.
- Knowledge of health care or social service systems.
- Ability to be sensitive to individuals of all cultures.
- Ability to evaluate individual needs and complete assessments.
- Ability to network with representatives of other agencies.
- Excellent verbal and written communication skills.
- Ability to work independently, follow directions and organize materials and time.
- Ability to operate computers and other office equipment.
- Ability to drive, and to use personal vehicle for Agency business.
- Ability to work evenings and weekends as needed.

### Physical and Special Requirements

- Must have the ability to perform lifting and transferring of no less than fifty pounds and demonstrate good body mechanics while performing these tasks.
- Must be able to climb stairs and access individuals in non-accessible rooms or apartments.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

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