



JOB DESCRIPTION

Job title	<i>Enhanced Care Management (ECM) - Care Coordinator</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Medical</i>	Position Type:	<i>Full Time</i>

Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center, which provides compassionate, multi-lingual and culturally sensitive care to the communities of Chinatown, San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

CSC's Enhanced Care Management (ECM) Care Coordinator provides care coordination for all CSC patients that require a higher level of care. This includes patients enrolled in the ECM Program. The Care Coordinator works with a multidisciplinary team to create a Health Action Plan (HAP) for individual patients. The Care Coordinator works with the patient, their support system, and the multidisciplinary team to follow and adjust the HAP as needed based on the patient's progress.

Duties and responsibilities

- Works with the patient, their support system and the healthcare team to create a Health Action Plan (HAP) for all Enhanced Care Management (ECM) patients and other patients requiring care.
- Ensures that goals of individual patients HAP are being met.
- Acts as liaison between patient, healthcare team, and any outside resources to help patient follow HAP.
- Provides ECM services and implementation of the HAP.
- Offers services where the ECM member lives, seeks care, or finds the most easily accessible setting within applicable guidelines.
- Connects ECM members to other social services and supports the patient may need.
- Advocates on behalf of members with healthcare professionals.
- Uses motivational interviewing and trauma informed care practices to engage patients in care.
- Works with hospital staff on discharge plans.
- Engages and outreaches to eligible ECM members.



- Accompanies ECM members to office visits, as needed and according to applicable guidelines.
- Monitors treatment adherence and informs teams of any changes or lack of adherence.
- Provides health promotion and self-management training.
- Arranges transportation as needed.
- Perform other duties as assigned.

Qualifications

- Bachelor's degree in a related field or relevant work experience
- Strong interpersonal skills and critical thinking abilities
- Basic computer and Internet skills: MS Word, Excel, and Internet
- Detail-oriented
- Effective oral and written communication skills
- Able to work independently and take initiative
- Able to work effectively while multi-tasking
- Establish and maintain effective working relationships with those contacted in the performance of required duties
- Able to explain designated and specific regulations and procedures to clients
- Bilingual in English and Chinese preferably
- Available to work weekends and evenings if needed
- Ability to interact with diverse population and develop good relations with individuals and families
- Previous experience in government program eligibility and screenings
- Have a valid California driving license and able to travel for work for more than 30% of work time

Direct reports

ECM Program Manager