



Job Code: 6703
Grade: 16-S73
HCWR: N

Job Title
Care Coordinator-Elderly

Department
Health Plan Services

Job Summary

The Care Coordinator - Elderly provides care coordination services for elderly or disabled members who need assistance to safely live in the least restrictive setting. The work requires conducting site visits in the members' home environment, developing care/service plans, regular monitoring, and periodic follow-up visits. The work requires the flexible use of a wide range of highly skilled psychosocial evaluation and intervention techniques to provide support and stabilization for members. The Care Coordinator - Elderly is required to make referrals for community resources, and behavioral health services in order to assist members in maintaining health, safety, and independence through knowledge of social work principles, practices, and their application to complex care coordination.

Typical Duties

- Visits members in the home to complete an assessment, develop a care/service plan that meets member needs and provide periodic follow-up; reviews risk scores, previous service/care plans, and/or medical records
- Verifies eligibility for waiver services
- Documents findings in the Care Management System
- Meets or exceeds timelines associated with case activities
- Provides succinct presentation of member, and solidifies plan of care with Interdisciplinary Care Team (ICT)
- Completes a member assessment according to department policy and procedure
- Develops and implements a member centered care plan that recognizes the patient's risk level, priorities, member preferences and medical needs based upon screening and assessment results
- Creates a service plan that reflects the needs identified during Determination of Need (DON) screening and is consistent with Determination of Aging (DOA) policy
- Communicates effectively with Medical Home Team members and care providers to support coordinated integrated care
- Evaluates progress made towards agreed upon goals
- Schedules visits with member upon member request, a change in condition, new information or, as mandated by the waiver
- Provides information to support all service authorizations
- Refers patients to community-based resources in order to maintain levels of wellness in the members community environment
- Initiates reporting and conducts necessary follow-up on mandated reporting (prevention and notification of abuse, neglect, and exploitation); documents findings in the Care Management System
- Utilizes evidence-based practices for working with elderly and persons with disabilities
- Participates in job specific (20 hours annually), CCHHS and departmental mandatory training
- Travels throughout the Cook County area



Minimum Qualifications

- Bachelor's Degree in Social Services, Social Work or related field from an accredited college or university
- Minimum of two (2) years' experience providing services and support to elderly or disabled living in a community-based setting
- Minimum of one (1) year care coordination experience
- Duties may involve travel to locations throughout the Cook County area, required

Preferred Qualifications

- Minimum of two (2) years' experience working with the Department of Aging or Division of Rehabilitation Services waiver programs
- Licensed Clinical Social Worker (LCSW) in the State of Illinois
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of social work practices, procedures, and techniques; medical terminology and procedures; and mental health treatment services
- Skill in directing and evaluating the professional and administrative aspects of case management services
- Skill in conducting interviews
- Ability to plan, direct and evaluate the professional and administrative aspects of social work services
- Ability to communicate effectively verbally and in writing with a wide variety of lay and professional individuals and mentally ill patients
- Ability to provide direction and supervision to subordinate personnel and trainees
- Ability to formulate and develop social services procedures and standards\
- Ability to partner with other team members effectively
- Ability to maintain the confidentiality of patient related materials in compliance with (Health Insurance Portability and Accountability Act) HIPAA requirement
- Ability to travel throughout the Cook County area

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.



The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.