

JOB DESCRIPTION: HIDALGO MEDICAL SERVICES
Position Classification: Non-exempt
Position: Community Connector
Department: FSS
Reports To: Community Connections Director



Date Issued: 03/2009
Revision/Review Date: 05/30/2013
Authorized By: _____ **HMS Board of Directors**

POSITION SUMMARY

Under the supervision of the Program Coordinator, the Care Coordinator provides comprehensive support services to referred patients from contracted HMOs.

This position requires outreach efforts in the form of direct client contact, in the client's home, at the health/family support center. This position involves direct contact with people with empathy and sensitivity, thus the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful, and professional manner. Guidelines include all HMS policies and procedures.

POSITION ACCOUNTABILITIES

1. Receive referred patient list from HMS
2. Determined eligibility through current software system
3. Community Connector will contact members by phone or in person to develop care plan approved by HMO
4. Coordinate at a minimum of three patient contacts per month, including home visits and phone calls
5. During home visit, Community Connector will conduct assessment and complete appropriate forms and develop care plan for client
6. Develop goals for the month with client
7. Continue ongoing home visits with clients until needs are met
8. Write ongoing monthly report of patient goals to Program Coordinator and HMS Case Manager
9. Facilitate client access to information, including formal and informal support systems, web based, and print information.
10. Make appropriate referrals to health and social service agencies. Referrals may include comprehensive and facilitated referrals as well as application assistance and client advocacy within and external to organization.
11. Provide input into the development of community responsive programs and participate in implementation.
12. Work well with HMS staff and with other agencies to improve access to services for clients. Participate actively in community, interagency and coalition meetings to foster good relationships with the community and other service providers.
13. Provide support to HMS outreach clinics, participate in health screenings and conduct home visits as needed.

14. Write reports from patient data, maintain data system, intake sheets, contact sheet and other forms as necessary to need program information and reporting expectations.
15. Manage local offices as appropriate and promote fiscal stability of HMS by cost-effective use of resources.
16. Participate in training, continuing education and certification programs.
17. Perform other duties as assigned.
18. The position of the Community Connector requires compliance with Hidalgo Medical Services written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be an element considered as part of the Community Connector's regular performance evaluation.
19. Failure to comply with Hidalgo Medical Services Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or Hidalgo Medical Services Written Standards, will be met by the enforcement of disciplinary action, up to and including possible termination of employment, in accordance with Hidalgo Medical Services Compliance Program Policy and Procedure.

Patient Centered Medical Home

- Facilitates team meetings and participates in follow up
- Provides a bridge between patients and their healthcare team
- Manages dashboard, prepares reports for team meetings and tracks results
- Provides support and coaching for patient/planned care teams
- Works with team members to organize group visits for patients with chronic diseases
- Assists in outreach calls for health maintenance issues and chronic disease management
- Participates in peer-led group visits, community based health fairs, reminder calls
- Works closely with patients and their planned care teams to facilitate community connections and access to range of psychosocial resources both within and beyond CHA;s immediate network
- Performs a wide range of function with safely, effectively, and efficiently support CHA patients to address their personalized health goals
- Includes direct interface with patients and members of site based care teams with the purpose of facilitating access to resources and removing barriers to social supports that facilitate patient health and safety
- In the context of a supportive, short-term, problem solving relationship with patients effective resource utilization will improve patient experience of care, promote population health and wellness and ensure patient engagement and empowerment

MINIMUM QUALIFICATIONS

Associates Degree in Human Services or related field

OR

Minimum two years related case management experience

Access to an automobile

Current and valid NM driver's license, registration, and insurance

REQUIRED SKILLS

Photocopier
Personal computer experience with emphasis on word processing

DESIRED ABILITIES

Fluent in English and Spanish both oral and written

Effective human relations and oral/written communication skills
Familiar with target communities
Innovative, creative, flexible, self-motivated

PHYSICAL DEMANDS

Standing	May require standing for periods of time and on an intermitted basis
Sitting	Requires sitting for long periods of time
Walking	Requires walking on a on intermittent basis
Pushing/Pulling	Push carts with materials, etc. from time to time
Squatting/Kneeling	Kneels or squats to plug/unplug various equipment intermittently
Lifting	Lifts necessary supplies and equipment utilized for job function
Carrying	Carries materials, etc. from time to time
Vision	Ability to read correspondence, reports, books, periodicals, and minutes and computer screen etc.
Hearing	Ability to perceive speech at normal loudness levels and to be able to respond to alarms, answering phone, and overhead page
Psychological	Ability to respond appropriately to stressful work and multiple demands. Resolves conflicts effectively, prioritizes task, responds to emergencies and reacts calmly. Knowledge or relevant office equipment. Knowledge of common safety hazards and precautions to establish a safe work environment.
Physiological	Work is primarily performed indoors in a controlled environment

WORKING CONDITIONS

- May be exposed to infectious or contagious diseases
- Exposure to unpleasant elements (accidents, injuries, and illnesses)
- May be exposed to risk of Blood Borne diseases
- Considerable reaching, stooping, bending, kneeling, crouching
- Occasional pressure due to deadlines and working with the public
- Must be able to travel in and out-of-state to attend conferences, educational seminars, and other workshops as required or necessary
- Must be flexible to work weekend and evening hours

The above statements reflect the general details considered necessary to describe the principal functions of the job as identified and should not be considered as a detailed description of all work requirements that may be inherent in the job.

**HMS JOB DESCRIPTION
ACKNOWLEDGEMENT FORM**

I have read the attached position description for Community Connector and fully understand the requirements set forth therein. I am able to perform the essential functions listed under Position Accountabilities with or without accommodations. I agree to abide by the requirements set forth and will perform all duties and responsibilities outlined therein.

Employee Signature

Date

Supervisor Signature

Date

