

**KENNETH YOUNG CENTER
HUMAN RESOURCES**

POSITION DESCRIPTION & POSTING

**COMPREHENSIVE CARE COORDINATOR
(BILINGUAL ENGLISH/GUJARTI/HINDI REQUIRED)**

Job Scope: The Comprehensive Care Coordinator provides care management that promotes independence and quality of life for older adults. Performs comprehensive assessments, care plan development and implementation, coordinates services, and provides ongoing monitoring of community based services.

Essential Functions: The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Primary Responsibilities

- A. Manage and maintain a caseload independently
- B. Maintain Illinois Department on Aging (IDOA) records and documentation, act as liaison between older adults and providers
- C. Submit billing and reports to Coordinator Grants and Compliance for all care management activity
- D. Provide care planning and service implementation
- E. Assist at-risk clients problem solve in both crisis and non-crisis situations
- F. Function as a liaison between the consulting physicians, social services staff, clients and their families on appropriate services when necessary
- G. Function as a liaison between the consulting geriatric psychiatrist and clients requiring psychiatric services, consults with the psychiatrist regarding issues of ongoing client care when appropriate
- H. Complete and submit, in a timely and accurate fashion, clinical and programmatic documentation and reports as required by AgeOptions, IDOA and the Center's policies and procedures
- I. Receive supervision and provide feedback regarding clinical and administrative issues as needed with coordinator
- J. Actively participate in team meetings
- K. Actively participate in regular performance reviews
- L. Participate in orientation and training opportunities

II. General Competencies

- A. Promote positive image of KYC with all contacts (customers)
- B. Exhibit high quality work
- C. Be a productive member of the staff
- D. Demonstrate cooperation
- E. Take the initiative to act on own
- F. Use excellent judgment

- G. Communicate clearly
- H. Make use of supervision
- I. Contribute to development of a culture of care

III. Core Competencies

- A. Complete comprehensive assessments and care planning coordination
- B. Provision of Care and Transition Services

IV. Special Competencies

- A. Maintain certification in Illinois Department on Aging training in CCP/CCC as required
- B. Interviewing, assessment, and investigation skills with the older adult population
- C. Knowledge of geriatrics, aging and disability issues, mental health issues, community services, resources and benefits for the targeted population
- D. Basic knowledge of public benefits and ability to assist in the application process
- E. Maintain valid Driver's License and auto insurance on file with human resources.
- F. Fluency in Gujarati / Hindi

V. Travel

- A. While performing the duties of this position, the employee travels by automobile and is exposed to changing road and weather conditions.
- B. While conducting external KYC business or traveling between sites, the employee may be exposed to fumes or airborne particles as well as changing weather and road conditions.
- C. Will be required to drive daily for meetings and/or visits to residential facilities. Will work in varied residential environments based on assigned caseload.

VI. Work Environment

- A. While performing the duties of this job, the employee regularly works in an office setting and routinely uses standard office equipment.
- B. Significant time will be spent in the community (up to 65%), driving to and from client homes and providing case management in the home
- C. In the field, employee may be exposed to varying home conditions

VII. Physical Demands

- A. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- B. While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee is frequently required to stand, talk and hear.
- C. The employee is regularly required to drive in the community and must be able to use their faculties to drive safely and in compliance with Illinois laws

VIII. Education and Experience

- A. Bachelor's Degree in Social Work or in closely related discipline required
- B. Previous experience working with older persons preferred

IX. Chain of Authority

- A. Reports to the Manager of Care Coordination

X. Schedule/Time Keeping

- A. Exempt, Full-Time, 37.5 hour work week
- B. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

Kenneth Young Center is an Equal Opportunity Employer