



## DENVER HOUSING AUTHORITY JOB DESCRIPTION

### Job Title

**CARE MANAGEMENT COORDINATOR  
RESIDENT AND COMMUNITY SERVICES**

Date: 07-2016

Job Number: 540

Revision: n/a

Category: Special Program

Division: Resident and Community  
Services ("RCS")

FLSA Classification: Non-Exempt

### Summary of Job

The Care Management Coordinator is responsible for completing care management activities for Colorado Access Program(s) by identifying Colorado Access clients who reside in the City of Denver and residents of The Housing Authority of the City and County of Denver ("DHA") to coordinate their relevant healthcare and services on behalf of Colorado Access and DHA. Care management activities will include but will not be limited to completing health related assessments used to determine eligibility for programs, services, and/or care plans; reviewing available documentation and applying criteria/guidelines/regulations specific to the development of care and services.

### Essential Duties and Responsibilities

1. Routinely identifies shared members amongst Colorado Access, DHA and the City of Denver by working with technical support provided by Colorado Access.
2. Outreaches to educate clients on care coordination and the resources afforded to them through public health insurance programs.
3. Outreaches to DHA residents to assess health insurance eligibility and enrollment needs. Utilizes Access Medical Enrollment Services (AMES) to determine eligibility and enrollment status.
4. Outreaches to current Colorado Access members to assess member status based on prioritization criterion provided by Colorado Access. Outreach includes ensuring members are attributed to a patient-centered medical home, assisting members in accessing needed services, connecting members to on-going Colorado Access care management, and other duties as directed by Colorado Access.
5. Be a point of contact for Colorado Access members and DHA residents who have questions or issues related to their health insurance or healthcare.
6. Participates in and manages health promotion activities for DHA residents in conjunction with the Colorado Access events team.
7. Encourages member and family independence by providing education and available community resource information including resources related to social determinants of health.
8. Assures appropriate and complete data entry of all interactions with members, providers and other stakeholders, which includes documentation of all Colorado Access member

interactions in the Colorado Access's Altruista system and maintains a log of all interactions with non-members.

9. Submits accurate and timely reports to Colorado Access and DHA as directed. Much of this reporting will be contained within Altruista system.
10. Maintains drop-in office hour(s) each week at selected DHA properties.
11. Establishes effective collaboration, communication and coordination among all responsible parties of an individual member's interdisciplinary health care team including Colorado Access on-going care managers.
12. Works to eliminate fragmentation, duplication or gaps in treatment plans.
13. Actively participates in clinical presentations and/or interdisciplinary team meetings and communicates member progress and barriers with Colorado Access Care Management Supervisor/Manager. Maintains dotted line reporting relationship with designated Colorado Access staff.
14. Provides other assistance, as directed by the supervision team to support the overall goals of the two organizations.
15. Completes mandatory and needs based health assessments to identify member strengths, needs, concerns and preferences through interviewing, observing, and utilization of standard tools.
16. Establishes person centered goals and a plan of care with the client and their natural supports/family members.
17. Educates members regarding various state plan benefits, programs, options and services.
18. Monitors member status and satisfaction with services and makes adjustments to care plan as needed.
19. Monitors the ongoing provision of and need for care by assessing the delivery and quality of services and interventions provided by external providers.
20. Assists members and providers in understanding the complaint, grievance and appeal process.
21. Maintains knowledge of regulations, policies, and procedures regarding current public assistance programs.
22. Participates in training and staff development opportunities.
23. Other duties as assigned.

### **Minimum Educational Requirements**

- BA/BS degree (Social Work, Psychology, Human Development or related field) required. Any combination of education and experience that would provide an equivalent background may be substituted.
- Continuing education in care coordination and other relevant areas desired.

### **Minimum Experience Requirements**

- Two years of healthcare, care coordination and/or navigation experience required.
- Prior experience working with Medicare and Medicaid populations, and related social/economic issues highly preferred. One (1) year experience in community involvement/organizing work.
- Experience with low income, culturally diverse populations required.

### **Education/Experience Equivalency**

- A combination of appropriate education and experience may be substituted for the minimum educational requirement.

### **Licenses and/or Certification**

- Valid Colorado driver license. Must provide own vehicle for transportation. Maintains driving record in accordance with Personnel Policy.
- Willingness to complete CPR training should it be required.

### **Knowledge, Skills and Competencies**

- a) Demonstrated ability to build relationships with people from varying social/economic backgrounds necessary.
- b) Knowledge of managed care, case management and utilization management preferred.
- c) Excellent written and verbal communication skills, with demonstrated ability to track outputs and outcomes.
- d) Strong organizational (time management) skills, strong interpersonal skills and the ability to handle multiple priorities.
- e) Flexible in ability to work with other team members of different skills and educational background. Strong customer service skills.
- f) Ability to work independently and conduct home visits.
- g) Must have general computer skills with working knowledge of word processing and spread sheets, preferably Microsoft Office.
- h) Previous experience with Altruista preferred.
- i) Spanish speakers preferred but not required.
- j) Basic knowledge of MS Word and Excel software.
- k) Knowledge of effective case management principles.
- l) Ability to conduct staff and resident training.
- m) Skill in independently adapting, interpreting, and applying written guidelines, precedents and standardized work practices.
- n) Must show respect for the opinions and requests of others and behave in such a way as to ensure an atmosphere free of needless interruptions, conflict, difficulty and/or discrimination.
- o) Must develop and maintain courteous, professional and effective working relationships with co-workers, employees at all levels of the organization, as well as clients, landlords, local agencies, business, representatives of other organizations and with persons of diverse backgrounds.
- p) Ability to maintain confidentiality and the highest level of discretion related to sensitive personal health information.
- q) Communicates information in a clear, concise, courteous, non-discriminatory, and professional manner, and expresses ideas and facts to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and concise oral presentations, listens to others, attends to non-verbal cues, and responds appropriately.

- r) Expresses facts and ideas in writing in a succinct and organized manner that is appropriate for context, time and place.
- s) Identifies and analyzes problems, and distinguishes between relevant and irrelevant information to make logical judgments.
- t) Ability to effectively plan, organize, implement, and monitor multiple human services programs or projects and tasks from inception to completion.
- u) Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.
- v) Displays high standards of ethical conduct and understands the impact of violating these standards on DHA, self and others; chooses an ethical course of action and is trustworthy.
- w) Daily attendance in the office.
  
- x) Must be punctual and timely in meeting all requirements of performance including scheduled lunches and breaks.

### **Physical Requirements**

- **Physical Demands:**  
 Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).  
 Talking: Expressing or exchanging ideas by means of spoken words.  
 Hearing: Perceiving the nature of sounds by the ear.  
 Carrying: Transporting an object, usually by hand, arm or shoulder.  
 Reaching: Extending the hand(s) and arm(s) in any directions.  
 Driving: Moving body parts for automobile operations.  
 Standing: Remaining on one's feet in an upright position.
  
- **Physical Strength:**  
 Lifting: Raising or lowering an object weighing up to 10 – 25 pounds.
  
- **Vision Requirements:**  
 Near Acuity: Ability to see clearly at 20 inches or less.  
 Far Acuity: Ability to see clearly at 20 feet or more  
 Field of Vision: Ability to see peripherally.  
 Accommodation: Ability to adjust vision to bring objects into focus.
  
- **Mental Demands:**  
 Mathematical Reasoning  
 Memorization  
 Oral Comprehension  
 Written Comprehension

### **Interpretation (policies, procedures, or practices)**

As an essential function, this position is responsible for complying with Colorado Access' Corporate Compliance Program as it applies to the individual job duties, the department, and the company. This position will also be responsible for complying with all Denver Housing Authority's Compliance policies and procedures. This position will exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents.

### **Internal/External Contacts**

This position will have significant contact with Denver Housing Authority residents and Colorado Access members. The position is expected to maintain professionalism at all times and during all interactions. The person filling this role must demonstrate respectful, culturally-competent care at all times. This position must also work closely with staff at both agencies and is expected to connect and coordinate with them frequently. Responsible for developing and maintaining positive working relationships with all residents, members, staff, providers and community partners.

### **Scope of Responsibility**

#### **Problem Solving**

Ability to define problems, establish facts and draw valid conclusions under stressful conditions dealing with a wide range of personalities and priorities. Promptly refers problems, which are outside the scope of responsibilities, to the supervisor for resolution.

#### **Decision Making**

Decide day-to-day operational tasks related to implementation of the program.

#### **Nature of Supervision**

Works independently, receives direction from the RCS Program Manager when necessary. General discretion in resolving problems and substantial discretion in planning activities.

#### **Resource Responsibility**

Employees supervised: None

Non-human assets: Responsible for assigned equipment and furniture

### **Working Conditions**

High level of stress due to extensive client contact, extensive pressure to external pressures and requirements. Employee may work evenings and weekends as required. The care management functions may be performed for members in a variety of settings: in-person, in home visits, in a community setting or over the phone, as needed for coordination of care.

Environmental Conditions: Position requires extensive field work.

**Position Reports To:** Program Manager – RCS