

## CARING HEALTH CENTER, INC.

**Position Title:** Wellness Center Care Coordinator

### **General Description:**

The Wellness Center Care Coordinator (WC-CC) will work with care team members (Community Health Workers, Clinical Care Teams, Nutritionists, MTM Pharmacists, Behavioral Health teams, and others) to implement programming and coordinate patient utilization of Caring Health Center's Wellness Center (WC).

The WC-CC will work to improve patient care and outcomes by ensuring patients have access to key programs and services needed to implement care plans. The WC-CC will also work in collaboration with other members of the Research, Population Health, and Public Health Programs (RPH) Department to achieve grant aims related to the WC.

The WC-CC will oversee and coordinate 1) WC administrative tasks, 2) cooking demonstrations and nutritional education programs, 3) group physical activity programming, 4) WC data collection and management, and 5) WC patient referrals, registration, and intake. The WC-CC will also assist in supporting the Chronic Disease Prevention and Management Programs.

This position requires compliance with Caring Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Wellness Center Program Lead/Coordinator's regular performance evaluation.

**Reports to:** RPH Department Manager

**Salary/Status:** Non-Exempt

**Hours:** 40 hours/week

NOTE: This is a 12-month grant-funded position with potential for extension depending on future funding.

### **Principle Responsibilities and Duties:**

1. Participate in on-site and off-site trainings, continuing education programs and in-service trainings to meet CHW certification, funding, or regulatory requirements and to meet the needs of the community.
2. Build and maintain positive working relationships with the clients, providers, nurses, medical assistants, insurance navigators, agency representatives, supervisors and office staff.
3. Work collaboratively and effectively within a team to improve patient care.
4. Work with care coordination team to develop and support patients in acting on care plans.
5. Effectively work with people from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions.
6. Target and outreach to the most vulnerable and at-risk patients and establish positive and supportive relationships.
7. Outreach to potential new patients and connect them to clinical and social services.
8. Provide health system education and advocacy to assist patients in navigating the health care system.
9. Convey the purposes and services of a program to the user population and the impact that program or service would have.
10. Provide basic education in individual or group sessions and motivate patients to be active, engaged participants in their health.

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11. Help patients develop health management plans and goals and follow-up with health management/care plans with both patients and providers.
12. Coach patients in effective management of their chronic health conditions and self-care.
13. Develop and implement culturally and linguistically tailored educational and support activities to run in the CHC Wellness Center that address prediabetes, diabetes, or hypertension prevention and management as allowed by the grant and as needed to support identified patients.
14. Follow-up with provider-identified patients to further assess and address psychosocial-environmental barriers that limit the patients' engagement in their care.
15. Document activities, care plans, and results in appropriate data collection tools in an effective manner while strictly adhering to the policies and procedures of the project and health center.
16. Collaborate with Patient Centered Medical Home and Quality Improvement teams to track, monitor and report on specified disease-related and patient tracking measures on a monthly basis.
17. Continuously expand knowledge and understanding of community resources, services and programs provided; human relations and the procedures used in dealing with the public as part of a service or program; functions, policies and procedures associated with the department or program area, procedures and resources available to handle new, unusual or different situations.
18. Identify and apply appropriate role definition and skilled boundaries.
19. Participate in assigned community based activities including community events and meetings (may include some evening and/or weekend hours as needed to meet the goals of the project).
20. Oversee all administrative functions related to the Wellness Center (WC) including managing the program calendar, keeping all flyers up to date, ensuring registration materials are up to date and stocked, booking all internal and external event requests, and managing equipment inventory and maintenance schedule.
21. Organize/implement culturally-appropriate cooking demonstrations and nutritional education programming in the WC as grant funding and experience allow.
22. Organize/implement culturally-tailored group physical activity programming as grant funding and experience allow.
23. Foster patient engagement and leadership in the Wellness Center.
24. Coordinate all referrals to the WC programming and ensure that all patients are contacted in a timely manner.
25. Coordinate all patient intake appointments/sessions for WC physical activity registration.
26. Assist in collecting data relevant to the WC programs including referrals and attendance.
27. Collaborate to support the Chronic Disease Prevention and Management Programs
28. Assist with grant reports, future grant applications for project sustainability, and collaborate on dissemination of program achievements/findings.
29. Meet with supervisor on weekly basis and perform other duties as reasonably assigned.

### **Education and Experience:**

1. Bachelor's or Associate's Degree in health-related field (e.g., kinesiology/exercise science, nutrition, health sciences, public health, nursing, or related field) or equivalent background and work experience
2. At least 2-5 years of experience working in community setting preferred

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**License, Certification and Registration**

1. AED/CPR certification
2. Preferred :
  - a. Registered Dietitian (RD), Dietetic Technician, Registered (DTR), or WIC- trained Nutritionist;
  - b. Group exercise/personal trainer certification from nationally recognized institution (AFAA, ACE, the Y, ACSM);
  - c. Stanford Chronic Disease Self-management Program (CDSMP);
  - d. Community Health Worker Certification;
  - e. Nutrition-related certification;
  - f. Food safety training

**Minimum Requirements:**

1. Effective communication skills; ability to practice careful/active listening with diverse communities
2. Demonstrated outreach experience and knowledge/experience of home-based visit
3. Excellent interpersonal communication skills
4. Must show discretion in the handling of confidential information
5. Must possess the ability to work independently, problem solve and make decisions when necessary
6. Strong organizational skills, detail-oriented
7. Ability to clearly document patient interactions
8. Ability to use a computer, Microsoft Office, EMR, and proficient in accessing and searching the internet
9. Friendly, reliable, punctual and professional
10. Self-motivated, able to identify and complete project goals, and a team player
11. Ability to establish and maintain effective working relationships with other employees, individuals seeking assistance and the general public
12. Must have reliable transportation
13. Willingness to work some weekend/evening hours depending on project needs
14. Complete fluency in oral and written English; preferred: oral and written fluency in at least one of the most common languages among CHC patients: Spanish, Arabic, Russian, Vietnamese or Nepali)

**Benefits:**

Competitive salary and benefits package.

Interested Applicants should send a cover letter and resume to [hresources@caringhealth.org](mailto:hresources@caringhealth.org).