

COUNTY OF LEELANAU
JOB DESCRIPTION

CARE COORDINATOR

Supervised By: Leelanau County Senior Services Director

Supervises: No Supervisory responsibility

FLSA: Non-Exempt

General Summary:

Under the direction of the Leelanau County Senior Services Director, provides older adults and their families with an in-home comprehensive assessment and linkages to services, care planning and ongoing monitoring of services to ensure conformity to program goals, budget, and County standards. Identify and effectively connect seniors with existing community resources for an array of needs to support seniors. Consult and collaborate with other agencies for in-home services and supports. Prepares reports, manages database and develops other documentation as required.

Essential Duties and Responsibilities:

1. Completes in-home assessment to determine a senior's needs; analyzing the types, frequency, and other characteristics of services that are used, needed and desired and eligibility for services.
2. Provides information and assistance to community-based supports and resources available to seniors.
3. Directly assists seniors in care coordination, serving as a liaison between a senior, care providers, and a senior's support network.
4. Participates in meetings; coordinates information and care requirements with other care providers; resolve issues that could affect smooth care progression.
5. Responds to referrals and requests for services. Demonstrates ability to systematically assess situations and triage appropriately as to how LCSS can assist a senior in meeting their goals and needs for aging in place.
6. Consults with other service professionals, offering and receiving suggestions, advice and information on providing care and support for seniors.
7. Refers and authorizes LCSS contracted care providers to provide in-home services for seniors.

8. May work with discharge planners from the hospital or care facilities to assist a senior in returning home.
9. Provides data entry services to seniors including case notes. Prepares reports on individual seniors and programs as directed by the Senior Services Director and other governmental authorities as needed.
10. Serves as liaison to community agencies, providers, and aging networks; developing and maintaining productive relationships required to carry out job activities. Serves as a role model within and outside of Senior Services.
11. Collaborate with community members to plan, market, implement and facilitate educational and social programs for seniors and caregivers.
12. Stays current with professional journals, articles and books concerning seniors' challenges, health concerns, Medicare/Medicaid, relevant laws, mental health, and substance abuse.
13. Assists with inventories, managing and coordination of personal safety equipment related to medical equipment loan closet and emergency pendants, as well as coordinating with emergency providers.
14. Assists and supports LCSS office operations.
15. Assists with installation and maintaining emergency pendants.
16. Attends and provides staff support as requested to committees of the County Board of Commissioners.

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

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Driving for home visits and agency appointments.
- Must be able to lift up to 50 pounds at times.
- Communicate in person and by telephone, read regular and small print, view and produce written and electronic documents.
- The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms.

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The typical work environment of this job is a business office setting and home visits where the noise level is quiet and sometimes moderate.

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

Employment Qualifications:

Education: R.N. or Bachelor’s Degree in Social Work, Sociology, Gerontology, Psychology, Human Services related field or an R.N.

Experience: At least 1 year of experience in home care, hospice or field-based care services. Experience working with the needs of vulnerable populations with diverse backgrounds who have complex physical and social needs. Excellent organizational and problem-solving skills. Must be a team player, flexible, and able to handle multiple tasks at once.

Other Requirements: Valid Michigan Driver’s License. Computer knowledge and experience working in computerized systems such as Microsoft Outlook, Word, Excel.