



## **BI-LINGUAL/BI-CULTURAL CARE COORDINATOR (HISPANIC)**

**FLSA NON-EXEMPT**

### **POSITION SUMMARY**

The Bilingual/Bicultural Care Coordinator is an integral component of the ACO/MCO member's care team and long-term care management system for members age 3-64. She/he engages in activities, which incorporate a variety of disciplines and resources. The Care Coordinator is directly involved in the processes of outreach to assigned members, works in the home and community to assess for long-term services and supports, care planning and coordination at the point of care transitions. This involves working with the member on addressing current needs, updating the care plan including but not limited to health and wellness coaching, care team participation, connecting enrollee's with social services and community resources, advocacy and problem solving. The Care Coordinator engages in activities designed toward eliminating barriers and improving the health and overall well-being and cultural needs of enrollees.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Be knowledgeable of and comply with all state, federal and agency regulations, policies and procedures pertaining to elder services and WestMass ElderCare's mission.
2. Develops with the enrollee a personalized Care plan, based on the strengths and needs identified by the comprehensive assessment completed by the ACO/MCO, effectively addressing their needs and taking into consideration all available funding and service resources.
3. Coordinates the delivery of services, linking the enrollee to the full range of appropriate systems to meet his/her needs and comply with Agency guidelines.
4. Develop and maintain cooperative relationships with institutional and community service organizations in order to effectively utilize all available resources for enrollees.
5. Acts as an advocate for the cultural needs of enrollees in matters related to obtaining or expanding needed services and making the social system more responsive to the needs of the enrollee's culture.
6. Keeps current comprehensive assessments utilizing a comprehensive needs assessment completed by the ACO/MCO on enrollees for eligibility, need, and



- appropriate services.
7. Monitors enrollees per established standards in order to evaluate their status, problems, strengths, and concerns and identifies the enrollee's resources and needs.
  8. Assists enrollees and their families in identifying and securing appropriate services utilizing resources from other appropriate programs, existing community services, and other formal and informal supports.
  9. Coordinates the delivery of services, linking the enrollee to the full range of appropriate systems to meet his/her needs and comply with Agency guidelines.
  10. Monitors and routinely reassesses the enrollee, reviewing his/her status, progress, and the degree to which his/her needs are being met by the service plan.
  11. Acts as an advocate for individual enrollees.
  12. Monitor's quality of services being provided and intervenes when appropriate to ensure that the system is responding to the enrollees' needs.
  13. Provides support, understanding and information to enrollees and their families.
  14. Responds to the need to contain costs, by providing only appropriate services and utilizes a wide range of available resources.
  15. Completes, updates, and maintains comprehensive case records according to established procedures and time frames for each enrollee in a caseload. This includes completing and keeping current enrollee electronic record
  16. Attends interdisciplinary care team meetings, discharge planning meetings, in-services, and relevant outside training programs as designated.
  17. Identifies gaps in services to enrollees and advocates for needed programs and services in conjunction with Accountable Care Organizations Councils on Aging, health care providers, and private and public agencies.
  18. Provides translation as requested by the LTSS Clinical Supervisor or member of the Management Team.

### **OTHER DUTIES**

Performs other related duties within the scope of the responsibilities of this position as requested by the LTSS Clinical Supervisor.



## REQUIRED KNOWLEDGE SKILLS AND ABILITIES INCLUDE

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Health and Human Services.
- Possesses a bachelor's degree in social work, human services, nursing, psychology, sociology, or a related field from an accredited college, plus one year of experience
- Associate degree and will have 3 years relevant experience and/or strong interest in the field of human services via previous employment, internship, volunteer activity and/or additional studies
- Previous experience working in a Windows based operating system and an electronic health record (EHR)
- Ability to demonstrate organization of work, prioritization of tasks and schedule, attention to detail and programmatic timelines
- Must understand and demonstrate rules of confidentiality and respect when working with consumers and ACO Partners/Care Collaborators (HIPAA etc.)
- Of Hispanic, cultural and linguistic background, with the ability to communicate effectively in English and Spanish, (orally and written).
- Previous experience in clinical assessments required.
- Possesses knowledge of the health care system, community resources and social health intervention techniques desirable.
- Possesses knowledge of or the ability to learn federal and state laws and regulations.
- Possesses knowledge of social and health intervention techniques.
- Possesses interviewing and assessment skills.
- Possesses the ability to communicate with enrollees, family members, service providers, and co-workers.
- Has the ability to initiate and sustain appropriate interpersonal relationships.
- Possesses the ability to express ideas concisely and clearly, both orally and in writing.
- Possesses demonstrated organizational and time management skills.
- Has the ability to manage multiple projects and assignments and prioritizes work to stay in compliance with regulations, policies, procedures, timelines and scheduled visits.
- Must provide personal and reliable transportation.



## **REQUIRED KNOWLEDGE SKILLS AND ABILITIES INCLUDE**

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Health and Human Services.
- Possesses a bachelor's degree in social work, human services, nursing, psychology, sociology, or a related field from an accredited college.
- Bachelor's Degree in another discipline from those stated above will have demonstrated experience and/or strong interest in the field of human services via previous employment, internship, volunteer activity and/or additional studies
- Of Hispanic cultural and linguistic background, with the ability to communicate effectively in English and Spanish (orally and written).
- Culturally responsible and sensitive to family and community interactions affecting Hispanic enrollees.

## **CERTIFICATIONS, LICENSES, REGISTRATIONS**

- Valid driver's license.
- Satisfactory driving record.
- Satisfactory CORI check.
- License in social work preferred.

## **PHYSICAL AND MENTAL REQUIREMENTS**

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.

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

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to successfully communicate with others in person and by the phone.
- Ability to see and understand written words and to communicate with written word.



- Ability to see written words on a computer screen.
- Ability to make appropriate decisions.
- Ability to operate a motor vehicle in all types of weather conditions.
- Ability to climb multiples flights of stairs
- Ability to operate a keyboard 50% or more of work time and to maintain concentration needed for accurate data entry.
- Ability to work with multiple priorities and deadlines.
- Must be able to handle confidential data and information discreetly.
- Ability to work alone and/or with others.
- Ability to be effective in a changing environment

### **WORK ENVIRONMENT**

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

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

- Ability to safely operate a motor vehicle in all weather conditions.
- Works in an office area and in homes of enrollees.
- Enrollees in rural, suburban, urban and inner-city areas.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is a thirty-five hours a week position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of the position.
- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.



**ACCOUNTABLE TO**

The Care Coordinator is accountable to the LTSS Clinical Supervisor.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

Care Coordinator

Date

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LTSS Clinical Supervisor

Date

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