CARE SERVICES COORDINATOR
JOB DESCRIPTION

Job Title: Care Services Coordinator
Reports To: Care Services Director @ The ALSA Georgia Chapter
Position Classification: Exempt, Full Time

JOB SUMMARY: A Care Services Coordinator assists those diagnosed with ALS and their caregivers in obtaining optimal emotional and physical functioning as it relates to the disease progression. The Coordinator acts as a liaison between patient/family, healthcare personnel, and community resources to ensure necessary care is provided promptly and effectively. Overall, a Care Services Coordinator is a navigator and resource for families living with ALS. This position reports to the Care Services Director and will be based in the Augusta/Macon area.

JOB RESPONSIBILITIES:

Program Delivery and Measurement – Performs routine to moderately complex care management activities and patient advocacy across the continuum of care in order to facilitate and promote quality of life and minimize fragmentation of health care delivery. Manages an assigned caseload that includes, but is not limited to, developing care plans, home assessment visits if necessary, outreach and enrollment of clients.

- Perform psychosocial assessments, clinic visits, clinical coordination, family education conferences, advocacy, and other related areas of need.
- Evaluate the client to identify limitations which impede daily living; record case notes on a timely basis; develop care plans and advocate the coordination of social/health services where needed.
- Identify short and/or long term needs of routine and chronically ill patients and their families using established programs, policies, procedures and guidelines.
- Work collaboratively as a liaison/team member between ALSAGA and ALS Association Clinics and ALS Association Certified Centers to ensure effective communication and continuity of care for patient services.

Advocacy - Coordinate legislative advocacy efforts on behalf of clients, participating in community coalitions addressing health care access, long term care issues, and the rights of people with disabilities.

Support Groups – Plans and facilitates monthly support group(s) for clients/families; occasionally provide educational portion of monthly meeting; arrange for professional/expert topic speakers. Responsible for growth and function of support group(s).
Public Education and Awareness – Participate in organization/coordination of annual statewide educational program/symposium. Facilitate professional/educational in-service programs as necessary; acting as a resource to the community and other staff members. Collaborate with Development Team in promoting the Walk to Defeat ALS, as well as attend key special events.

Administrative Functions – Ensures that all materials provided and utilized are in accordance with National or Chapter policy and best practices; maintains confidential document and computer-based files of clients’ information and retrieval system for interrelated files and records; prepares regular reports of activities; ability to format and proofread detail-oriented letters, memoranda, and reports using Microsoft Office programs.

Maintain a polished professional demeanor, excellent interpersonal skills in dealing with all staff, Board members, organization clients, private corporations and/or public offices. Excellent organizational and time management skills are essential.

Actively promote the Chapter’s mission, services, programs and events in the community.

Other duties as may be assigned.

Qualifications:

- Bachelor’s degree, Masters preferred, in public health, social work, nursing or related field; minimum 3 years’ experience in health care or community service/relations setting which include assessments, care plan, ongoing advocacy, and high level of performance.
- Knowledge of Medicare, Medicaid, patient assessment skills, care planning, and case management preferred.
- Knowledge of clinical and ethical regulations.
- Experience with volunteer management preferred.
- Good computer skills. Proficiency with Microsoft Office products and an understanding of databases such as, Convio/Blackbaud and DonorPro.
- Commitment to organization, accuracy, attention to detail, highly efficient and conscientious about thorough follow-up.
- Skilled communicator, with superior interpersonal, verbal and written skills.
- Able to handle confidential information and maintain high confidentiality.
- Ability to work under and comply with continuous and multiple deadlines and evolving priorities.
- Ability to manage multiple projects/cases simultaneously.
- Team player who enjoys interaction with professionals, peers, volunteers and those served by the organization.
- Must be willing to travel.
- Ability to work nights and/or some weekends as required for Chapter events.
- Must have and maintain a valid drivers’ license.
- Ability to sit for long periods of time.
- Ability to move about to retrieve files and receive clients.

**Personal Characteristics:**

- Excellent time management and organizational skills.
- Demonstrate excellent judgment.
- Personable, yet professional and confident.
- Exhibits autonomy and ability to identify areas of growth
- High degree of initiative, self-motivated, resourceful and reliable.
- A person with integrity.
- A team-player, enthusiastic about promoting the growth and success of ALSAGA.
- Empathetic and understanding of the challenges faced by the clients ALSAGA serves, while remaining focused on the chapter goals for program delivery.
- A good listener, able to balance diverse agendas and points of view, while maintaining a sense of common purpose and organizational vision.

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements.

**Forward resume, along with a cover letter indicating salary requirements to:**  [juanita@alsaga.org](mailto:juanita@alsaga.org)