



CARE SERVICES COORDINATOR JOB DESCRIPTION

Job Title: Care Services Coordinator

Reports To: Care Services Director

FTE: Full Time **FLSA:** Non-Exempt

Location: Sandy Springs/Atlanta – main office; Hybrid

Benefits: Health/Dental/Vision, 401K match, plus 12-paid Holidays & 10 PTO days in first year

Salary Range: \$45-55K, commensurate with relevant experience

Travel Required: Approximately 20% travel within the State or Georgia (2-3 days/month)

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. 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 out of the Atlanta office.

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 not limited to, developing care plans, home assessment visits if necessary, outreach and enrollment of clients.

- Perform psychosocial assessments, 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.
- Plan and facilitate at one or more monthly Support Groups for clients/families providing educational information relevant to the ALS disease trajectory and journey; arrange for professional expert speakers on specific topics relevant to ALS.



- 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 - Participate in community coalitions addressing health care access, long term care issues, and the rights of people with disabilities.

Public Education and Awareness – Participate in organization/coordination of annual statewide educational program/symposium. Support the Care Services Team regarding education and in-services; 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 required, Masters' degree preferred, in social work, psychology or related field; minimum one (1) year experience in health care or community service setting which include assessments, care planning, ongoing advocacy, and high level performance.
- Knowledge of Medicare, Medicaid; case management preferred.
- Knowledge of clinical and ethical regulations.
- Good computer skills. Proficiency with Microsoft Office products and an understanding of databases such as, Convio/Blackbaud, DonorPro, & Raiser's Edge NXT.



- Commitment to organization, accuracy, attention to detail, highly efficient and conscientious about thorough follow-up.
- Strong communication and interpersonal verbal and written skills; able to communicate needs as it relates to work environment/support.
- Respect and comply with organizational confidentiality standards; HIPAA knowledgeable and compliant.
- Ability to work independently with basic supervision.
- Team player who enjoys interaction with professionals, peers, volunteers and those served by the organization. Understands multidisciplinary approach to healthcare.
- Must maintain a valid driver's license & have own vehicle for transportation.

- Ability to work nights and/or some weekends, and some travel, as may be required for Chapter events.
- Ability to sit for long periods of time. Ability to move about to retrieve files and receive clients.

The ideal candidate will possess excellent time management and organizational skills, demonstrate good judgement, personable yet confident and exhibits autonomy regarding professional responsibilities.

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 to: careers@alsaga.org