



Palm Beach County Medical Society Services

Job Title: Care Coordinator

Reports To: Director of Project Access, CEO

Position: Full-time

Basic Function: Assists the Director of Project Access in the coordination of Project Access (PA) services.

Goal: The goal of the Care Coordinator is to build a relationship with each patient in order to help them improve their health and achieve health-related personal goals

Summary of Duties:

- Provides Motivational Interviewing and regularly communicates with patients in order to learn about their health goals (and related personal goals), identify challenges or hurdles to achieving the goals (e.g., transportation, finances, family requirements), and suggest solutions, where possible. Empower patients so they adhere to their care plan and improve overall health.
- Assists patients through the healthcare system by acting as a patient advocate and navigator.
- Screens patients using web-based screening software to determine patients' eligibility for federal, state and county health care programs.
- Participates in patient-centered team meetings and quality improvement initiatives.
- Facilitates health and disease patient education, including leading group office visits.
- Supports patient self-management of disease and behavior modification interventions.
- Coordinates continuity of patient care with external healthcare organizations and facilities, including referrals from the primary care provider to a specialty care provider.
- Conducts comprehensive health risk assessments for patients.
- Promotes clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.
- Facilitates patient medication management based upon standing orders and protocols.
- Participates on a team for data collection, health outcomes reporting, clinical audits, and programmatic evaluation.
- Keeps a record of patient goals, care strategies, and related activities.
- Assists in tracking and monitoring enrollment/disenrollment of patients in Project Access program.

Education and Experience:

- Graduation from an accredited university with a health related background or related professional/educational experience.
- Must have good listening skills and the ability to empathize with patients.

- Proficient with Microsoft Office {Excel, PowerPoint, & Word}.
- Collaborates effectively with others and can follow a system and protocol to achieve a common goal.
- Highly organized and has well-developed oral and written communication skills. Bilingual (English/Spanish or English/Creole) a plus.
- Demonstrates sound judgment, decision-making and problem-solving skills.
- Able to maintain confidentiality with all aspects of information in accordance with practice, State and Federal regulations.
- Is self-disciplined, energetic, passionate, and innovative.

Please send resume or CV to Palm Beach County Medical Society- Project Access, **fax to (561) 412-2104**, or **email to laurens@pbcms.org**

This is a non-exempt position.