JOB ANNOUNCEMENT: Care Transitions Coach

DEPARTMENT: Service
SUPERVISOR’S TITLE: Program Manager
PREPARED BY: Executive Director
APPROVED BY: Board of Directors
DATE: 02.26.2014
UPDATED: 7/26/2017

DEFINITION
Under the direction of FREED’s Program Manager and in cooperation with the Aging & Disability Resource Connection (ADRC) and other members of FREED’s service team, the Care Transitions Coach will carry out duties in support of FREED’s ADRC program, including implementation of the Care Transitions model and community transitions services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

• Become familiar with all aspects of FREED’s consumer driven programs in order to assist consumers in understanding their level of independence on a continuum as well as their service needs.

• Model and facilitate new behaviors and communication skills for patients and families to feel confident that they can successfully respond to common problems that arise during care transitions. In the role of patient empowerment facilitator, the Transitions CoachSM provides information and guidance to the patient and/or family for an effective care transition, improved self management skills and enhanced patient-practitioner communication.

• In collaboration with FREED service staff and ADRC member organizations, obtain, evaluate, and document comprehensive information related to community based long term care services and develop a framework of possible options available that allow individuals and stakeholders to make informed choices.

• Work collaboratively with community partners including Sierra Nevada Memorial Hospital, Adventist Health, Agency on Aging Area 4, Connecting Point/211 Nevada County, Western Sierra Medical Clinic, Ampla Health, Community Recovery Resources, County Health Human Services, and other organizations to act as a one-stop resource center.
JOB ANNOUNCEMENT: Care Transitions Coach

- Provide enhanced information and referrals by working with the consumer to identify the individual’s long and short term needs,

- identifying resources to meet those needs, providing referrals to identified resources, and, where appropriate, following up to ensure that a consumer’s needs have been met.

- Provide Long-Term Care Options Counseling and Short Term Service Coordination through an interactive decision-support process whereby consumers are presented with a full range of options and are supported in their deliberations to determine appropriate long-term care choices in the context of the consumer’s needs, preferences, values, and individual circumstances.

- Collaborate with FREED service staff in transitioning consumers to community based living with coordination of the appropriate services and supports.

- Maintain accurate records of services requested and provided utilizing FREED’s consumer service records policies and procedures.

- Submit all required records and reports in an accurate, legible and timely manner.

- Other related duties as assigned.

QUALIFICATION REQUIREMENTS

The requirements listed below are representative of the knowledge, skill and/or ability desired. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- EDUCATION AND/OR EXPERIENCE
  High School diploma, or GED, and three (3) years experience providing services to people with disabilities. College degree desired.

- SKILLS
  Ability to communicate clearly with Care Transitions participants.
JOB ANNOUNCEMENT: Care Transitions Coach

Ability to read, analyze and interpret written materials appropriate for the delivery of consumer services. Ability to conduct research (including Internet), problem solve and follow trends in long-term care services and community based options. Ability to respond to inquiries from consumers, their families, staff, local organizations as well as the general public. Ability to write and deliver speeches. Ability to effectively present information to consumers and their families, staff, and public groups. Ability to understand the communication structure within a hospital and medical setting and communicate with medical professionals. Ability to prepare written reports, letters and press releases.

Strong computer skills including Internet.

- COGNITIVE SKILLS
The Care Transitions Coach is regularly required to define problems, collect data, establish facts and draw conclusions, recall details and be able to focus on tasks.

- STRESS LEVEL
Moderate. This person is frequently expected to think clearly in emergencies and complete work with deadlines.

- OTHER SKILLS AND ABILITIES
Valid driver’s license and insurance. Ability to drive and visit Care Transitions participants in their homes. Understand and convey the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in providing consumer services and participating in community education, advocacy or awareness projects. Ability to work effectively with community resource agencies and/or staff.

Bilingual in Spanish and English desirable. Knowledge of ASL desirable.

Ability to become conversant in the Americans with Disabilities Act and long-term care policies.
WORK ENVIRONMENT
The noise level of the office working conditions is low to moderate. Mostly indoors, occasionally outdoors. Moderate amount of travel: local and regional. FREED is a fragrance-free work environment.

EQUAL OPPORTUNITY EMPLOYER
FREED is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. FREED is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.

BACKGROUND CHECK
FREED strives to provide a safe environment for staff, consumers, and volunteers. To support this environment and comply with applicable laws and regulations, FREED conducts background checks. The type of background check conducted may vary by position and can include, but is not limited to, criminal (felony and misdemeanor) history, and sex offender registry.

Signed:

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Employee              Date

____________________  ____________________
Supervisor            Date