

# Cross Road Health Ministries, Inc.

## Job Description

**Job Title:** Care Coordinator  
**Department:** Nursing Department  
**Supervisor:** Director of Nursing / Clinical Manager  
**FLSA Status:** Full-time Non-exempt  
**Approval:** By: KJW Date: 06/20/2019  
**Work Hours:** Regular office hours; nights, holidays and weekends as scheduled and as needed.

**Position Summary:** Plans, directs and provides professional nursing care through the CRHM's Care Coordination program. Coordinates care planning with other disciplines and team members to facilitate and achieve the programs' goals and objectives. Works with patients, providers, families and outside health care providers to ensure coordinated planning focusing on continuity of care. Serves as the main contact for patient information. The Care Coordinator is responsible for program outcomes, being a community liaison for coordinating patient care, providing comprehensive quality holistic nursing care for the patients/families in the programs, and showing the love of Jesus Christ through compassion and caring behaviors.

### **Essential Duties and Responsibilities:**

**(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)**

- Assesses patient needs in a manner which achieves excellence in patient care
- Assesses patient population needs as well as national, state and other evidence-based guidelines for assigned Clinical Performance Measures
- Models time management, conscientiousness, dedication, self-discipline, accountability, and responsibility
- Performs procedures to teach, model, and/or facilitate care when appropriate.
- Works to coordinate patient care with outside organizations
- Answers inquiries accurately and in a timely manner.
- Works with patients and their families to help patients care for their chronic conditions in a better way, subsequently reducing clinic and Urgent Care visits
- Works with providers and the pharmacy to help patients care for their chronic condition which may include home visits and/or end-of-life care
- Works with clinical team members and PCMH team (Patient Centered Medical Home) to improve care in assigned Clinical Performance Measure areas
- As appropriate obtains further education regarding evidence-based practices and computer data collection/EMR training
- Carries out program policies
- Performs other related duties as required
- Agrees with and actively supports the mission of Cross Road Health Ministries, Inc.

**Qualifications:** To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

**Education/Experience:** Graduate of an accredited/approved school of Nursing. Preferred one year Registered Nurse experience in family practice clinic.

**Other Qualifications:**

- Ability to prioritize, organize and coordinate activities
- Ability to create good working relationships with patients, families, team members, and community members
- Ability to communicate effectively and in a timely manner, possessing strong interpersonal skills, and critical thinking skills
- Understands the theories, practice standards, and guidelines of palliative nursing care and end of life care
- Licensed as a Registered Nurse in the State of Alaska
- Certified in Basic (BLS) and Advanced Cardiac Life Support (ACLS) upon hire
- Proficient computer skills

**Physical Demands/Work Environment:** 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.

While performing the duties of this job, the employee is regularly required to use hands to finger, grasp, handle or feel and to reach with hands and arms. The employee is frequently required to use and operate medical instruments or devices, sit, stand, walk, see, speak, and hear. The employee is occasionally required to kneel, climb stairs, climb or balance. The employee is regularly required to lift up to 10 pounds, occasionally lift up to 25 pounds, and rarely lift more than 50 pounds (ie moving or positioning a patient). This is an OSHA Category 1 job, which requires safe practices in the handling and exposure to blood, body fluids, infectious diseases or tissues.

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

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This Job Description reflects CRHM's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. *This is not intended to be a contract.*

**Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.**

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Employee Signature: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

HR Signature: \_\_\_\_\_

Date: \_\_\_\_\_