



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### CARE COORDINATOR

FLSA Status: Non-Exempt

**Summary of Position:** As a member of the Health Program, the Care Coordinator provides medical care, health maintenance, and case management to participants.

#### **Specific Duties:**

##### Support the clinical work of medical practitioners:

- Support medical activities at drop-in, clinics staffed by employees, clinics staffed by volunteer physicians, other clinical functions as needed
- Assist in chronic disease management based on established standards of care
- Collaborate with local health care and social service providers
- Implement health and wellness programs for clients
- Complete professional referrals as indicated by the needs of participants
- Measure vital signs: blood pressure, temperature, pulse, orthostatic blood pressure and pulse
- Interview the participant, review and/or records medical history; confirm reason for visit
- Serve as chaperone as needed for medical examinations

##### Maintain clinical facilities:

- Monitor safety and observance of standard precautions
- Maintain clinic supplies (e.g., inventory, ordering, purchasing)
- Keep all service areas orderly and ready for participant care
- Arrange and maintain examining room instruments, supplies, and equipment
- Support infection control
- Maintain all logs and required checks (e.g., refrigerator temperatures, eyewash stations, equipment checks)

Engagement with participants:

- Function as a navigator for clients for medical services
- Build relationships with participants by initiating engagement
- Transport and accompany participants as needed to medical appointments
- Assist participants with access and use of their electronic medical records
- Assist participants in obtaining and maintaining health insurance
- Assess participants and refer to appropriate medical services as needed
- Support participants after hospital discharge with healthcare coordination

Support clinical functions:

- Educate participants and staff on health and wellness topics
- Communicate with other staff and providers participant diagnosis and treatment plan
- Document all client encounters (phone, verbal, email) in the Electronic Health Record (EHR) and the Homeless Management Information System (HMIS)
- Provide participants with filled medication dispensers and add medication as needed
- Perform point-of-care testing (blood sugar, pregnancy tests, COVID tests, etc.)
- Assist in medical case management
- Prepare forms (e.g., disability assessments)
- Register participants for visits with their providers
- Support patients after hospital discharge with healthcare coordination and other health needs
- Collaborate with local health care and social service providers
- Provide screening for tuberculosis, vaccinations, and COVID testing for participants and staff

Other Duties and Responsibilities:

- Participate in required team meetings, case conferences, and other meetings as needed/directed by Supervisor
- Adhere to the Code of Conduct for Connections for the Homeless and demonstrate agency core values in all interactions
- Maintain competence through continuing education

- Provide direction to students and volunteers
- Maintain participant confidentiality
- Perform other duties and complete special projects as assigned

**The following qualifications are requirements for the position:**

Minimum Knowledge Requirements:

- Common diseases
- Medical terminology
- Medications
- Common medical tests and procedures
- Common procedures in primary and urgent care

Minimum Qualifications:

- Certification as a medical assistant
- Minimum of one year of experience as a Medical Assistant
- Two or more years of direct participant care experience
- Graduate of an accredited medical assistant program
- Valid driver's license
- Proof of COVID vaccination
- Ability to work independently
- Effective problem solving, organization and prioritization of tasks
- Strong verbal and written communication skills
- Computer competency and comfort with Microsoft Office suite and data entry

**The following qualifications are highly desirable:**

- Experience working with persons who are experiencing homelessness, have mental illness, and/or have substance use disorders
- Understanding and adoption of harm reduction practices and trauma-informed care

**Other requirements:**

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

**Reports to:** Community Nurse

September, 2023