Adirondack Health Institute

Regional Care Coordination Specialist (Adult)

Experience in direct service or linking to direct services wanted!

Adirondack Health Institute (AHI) is an independent, non-profit organization that is leading the way in rural health care transformation across a nine-county region of the North Country. AHI supports hospitals, physician practices, behavioral health providers, community-based organizations, patients and others in our region to transform healthcare and improve population health.

At AHI's Care Management Agency, we understand that when you join our team, you're not merely joining for work; and teamwork means more than being cooperative. The Care Management Agency at AHI prides itself on understanding who you are, preparing you well for the position, and matching your strengths to the position to help you work best. We focus on developing camaraderie, knowing that we depend on each other and seek to discover how we can grow together as a team and as an agency.

AHI is seeking dedicated, motivated, and highly passionate individuals who share our drive and commitment to making a difference by improving the health of our community. We are seeking an additional **Regional Care Coordination Specialist (Adult)** to join our team in our Glens Falls, NY office.

Regional Care Coordination Specialists will visit members in their home, in the community, and/or clinical settings as preferred by the client, assessing and collaboratively planning interventions to help clients manage social, emotional, medical, economic, and environmental concerns. This role will assist clients/families with identifying needs priorities and obtaining community assistance through referrals and coordination with appropriate local and regional resources. Regional Care Coordination Specialists will maintain a care management caseload, developing ongoing relationships with Health Home candidates and enrolled members to engage these clients in the service delivery process, documenting all care activities and known process outcomes for each client on the caseload. The specialists in these roles will also develop and maintain collaborative working relationships with community-based organizations, social service agencies, and other service providers to better facilitate service coordination for enrolled clients.

Responsibilities of Regional Care Coordination Specialists also include:

- Supporting organizational commitment to regional care management needs and quality;
- Offering and providing care coordination services to both outreach and enrolled clients;
- Developing collaborative care plans and maintaining thorough documentation of efforts to assist clients in achievement of care plan goals;
- Participating in collaborative care review, quality, discharge planning, and other interdisciplinary meetings;
- Communicating regularly with AHI's Lead Health Home agency staff and external partner agencies to maximize effectiveness in the community;
- Coordinating with managed care organizations (health insurance companies) to improve outreach and coordination of care efforts;
- Communicating resource needs to leadership to improve quality of care and to promote value-based outcomes.

Education & Experience: Bachelor's degree required with at least two years' experience providing direct services to persons with serious mental illness, alcohol or substance abuse; or experience linking those persons to services. Health Home experience a plus.

Other Skills: Candidates must have experience with care management standards and best practices. Strong comfort level and experience with Microsoft Office (Outlook, Word, and Excel) is required. Successful candidates will have strong

knowledge of community resources (medical, behavioral, social).
Strong computer skills, including the ability to navigate web-based portals, databases, and forms is required. Candidates must be highly organized and have a strong attention to detail. The ability to articulate information clearly and concisely in verbal and written formats to a variety of audiences is required. Candidates must be comfortable operating in a highly matrixed organizational structure.

Regional Care Coordination Specialists must have the ability to take a longitudinal view (e.g. weeks, months, years) and help clients work toward problem solving and self-management skills. The ability to influence others to work toward common goals is a must. Candidates must have a demonstrated ability to develop and maintain professional relationships with internal team members and external stakeholders.

Other Requirements: Must have a valid driver's license and vehicle, or provide evidence of mobility within assigned community. Regional Care Coordination Specialists must have the ability to travel as required to work with staff and clients, to meet with clients in their homes and/or the community, and to participate in learning events, trainings, and conferences. Travel is primarily during the business day throughout assigned/designated regions (e.g. Saratoga, Warren, and Washington counties); occasional overnight travel possible.

Regional Care Coordination Specialists must have the ability to sit (or stand at a standing desk) for prolonged periods of time as documentation work is performed in an office setting. Must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone.

Position Schedule: Full-Time; Monday through Friday with occasional early morning, evening, and/or weekend hours to accommodate special events or initiatives.

AHI is leading the way in rural healthcare transformation. By partnering with regional health care providers and community-based organizations, we strive to improve care, lower costs, and realize a healthier future for the Adirondack region. If you want to join a team where your unique experience, skills, and input are valued, this is your new opportunity!

AHI provides a friendly and challenging work environment and a comprehensive benefits package. To apply, please visit https://ahihealth.org/who-we-are/careers/ and complete an online application.

AHI is an Affirmative Action EEO employer and provides opportunity for all, without regard to race, color, religion, sex, age, national origin, disability, marital or domestic violence victim status, sexual orientation, gender identity, transgender status, genetic predisposition or carrier status, military or veteran status, familial status, known relation or association with any member of a protected class, or any other protected class, or any other protected characteristic as established by federal or state law. AHI will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.