Explore a Career in

Care Coordination or Care Management!

If you enjoy working with people and have good communication and listening skills, consider a career in care coordination or care management.

Job Titles Include

Care Coordinator
Community Care Coordinator
Patient Care Coordinator
Clinical Care Coordinator
Care Manager
Nurse Care Manager
Complex Care Manager
Health Home Care Manager
Case Manager
RN Case Manager

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What is Care Coordination and Care Management?

There are many definitions for each, and they often overlap. Here are two definitions that give a basic overview.

Care Coordination: Involves organizing patient/client care and sharing information among all participants involved, ensuring effective communication and safe, appropriate care.

Care Management: Focuses on partnering with patients/clients to help them prevent and manage their medical and mental/behavioral health conditions for optimal outcomes.

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Roles of Care Coordinators & Care Managers

CCs and CMs work directly with the person receiving care and/or family members or caregivers to provide a wide variety of functions, such as:

- Conduct assessments of medical, behavioral, social, and functional needs
- Help set individualized goals and develop care plans to empower clients
- Advocate for clients and remove barriers to care
- Collaborate with healthcare professionals and social service agencies
- Coordinate care and support transitions
- Monitor progress and provide education
- Maintain records and build positive relationships
- Work in various community and healthcare settings
- Care coordinators usually focus more on coordination of efforts and bridging social care with clinical care. Care managers usually focus more on chronic disease management and may need a clinical degree.

Where do Care Coordinators and Care Managers work?

(Job Titles can vary by state or region within a state)

- Assisted Living Facilities
- Behavioral and mental health care providers
- Care management agencies
- Health homes
- Health centers, clinics, hospitals
- Outpatient facilities
- Patient/client homes
- Physician offices
- Rehabilitation facilities
- Work in the communities they serve

Education and Experience

The requirements for education and work experience can vary by employer and location within New York State.

Education Requirements:

- Many CC and CM positions require at least an associate degree or bachelor's degree in a field such as human services, health education, substance use services, mental health, psychology, public health, gerontology, social work, nursing, occupational therapy, or another related field.
- Some CC and CM positions require a high school diploma or equivalency (GED/TASC).
- Some jobs require the care manager or care coordinator to have a clinical degree and state licensure, such as registered nurse (RN), licensed practical nurse (LPN), or social worker (LMSW).

Work Experience:

- Many (but not all) care manager and care coordinator jobs require one or more years of related work experience. For example, if you want to work as a care manager or care coordinator in a nursing home, you may need experience working with older adults.

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