



Job Title: Care Coordinator, QMHP

Location: Eugene, OR

Job Type: Full-time, in-person

Reports To: Clinical Director

Job Summary:

The Care Coordinator is responsible for managing client care across various settings to ensure continuity and quality of services. This role involves collaborating with healthcare providers, clients and/or their families to coordinate care, provide case management, oversee client referrals, facilitate communication, and support the overall health and well-being of clients. Furthermore, this role involves conducting and supervising new client intakes.

Key Responsibilities:

- **Client Intake:** Conduct comprehensive to determine patient needs, level of care and appropriateness of care.
- **Coordination of Services:** Arrange for and coordinate therapy services, including scheduling appointments, referrals, and follow-ups, ensuring that clients receive appropriate and timely services. and working closely with the reception lead and coordinator to optimize new client onboarding and flow.
- **Care coordination:** Coordinate care for clients with higher levels of care needs with providers outside the organization.
- **Communication:** Serve as a point of contact for clients/families, providing education and information about care options and resources.
- **Case Management:** Provide case management in collaboration with other providers to improve care for clients and their needs.
- **Leadership:** Lead, train and supervise the team of Intake coordinators. Supervise and sign off on intakes completed by Intake coordinators and Interns, and oversee placements of clients with providers.
- **Documentation:** Maintain accurate and up-to-date client records, including care plans, progress notes, and communications with healthcare providers.
- **Advocacy:** Advocate for clients' needs and preferences within our system to ensure they receive quality care.

- **Collaboration:** Work closely with clinical and admin teams to facilitate integrated care and improve patient outcomes.
- **Education:** Provide clients with information and resources to support self-management and health promotion.
- **Compliance:** Ensure adherence to all relevant laws, regulations, and organizational policies.
 - This is not an all inclusive list of this job's responsibilities. The incumbent may be required to perform other related duties and participate in special projects as assigned.

Qualifications:

- **Education:** Master's degree in social work or a related field (required).
- **Experience:** 2 years of experience in care coordination, case management, or a related healthcare field (post Masters).
- **Licensure/Certification:** Current licensure or certification in a relevant discipline (e.g. LCSW) is preferred but not required.
- **Skills:**
 - Strong communication and interpersonal skills.
 - Excellent organizational and time management abilities.
 - Proficient in electronic health records (EHR) and other healthcare software.
 - Ability to work independently and as part of a team.
 - Problem-solving skills and attention to detail.

Working Conditions:

- In-person/In-office, Monday-Friday 8:30a-5p
- May travel to different locations minimally (Locations: Eugene, Albany, Salem)

Compensation: Compensation for this position is based on education and experience. This is an hourly paid in-house position.

Compensation depending on education and experience.