Title: Care Coordinator  
Reports To: Manager, Care Coordination  
Department: Medical Services  
Division: Q-Point  
Classification: Exempt  

Position Summary:  
Equality Health is an Arizona-based healthcare company focused on reducing and eliminating health disparities among the underserved, initially focused on the Hispanic population.  

This position works under the direction of a care coordinator nurse to identify barriers to self-care and healing and provide customer-service to assist the patient in navigating the healthcare system.  

Responsibilities:  
- Visits and works collaboratively with patients, network providers, nurses, referral coordinators, office staff, and hospitals documenting all activities.  
- Identifies gaps in care and assisting patients to obtain necessary services.  
- Communicates care coordination services available to patients and caregivers.  
- Assists patients with barriers to care including, but not limited to, scheduling appointments and accessing community resources.  
- Reports observations, clinical symptoms, and behaviors to appropriate healthcare professionals to ensure timely and effective intervention.  
- Performs a variety of activities to provide data to providers, patients and their families.  
- Participates in a variety of educational programs to maintain current skill and competency levels.  
- Performs miscellaneous job related duties as assigned.  

Competencies and Qualifications:  
- Knowledge and understanding of care coordination.  
- Ability to organize and prioritize work and manage multiple priorities.  
- Attention to detail.  
- Ability to research and analyze data.  
- Ability to work independently with minimal supervision.  
- Proficient use of Microsoft Office applications (Word, Excel, Access) and internet resources.  
- Strong provider communication skills and experience; with the proven ability to gain acceptance and compliance from provider and staff to achieve mutually beneficial outcomes.  
- Excellent problem solving skills, including the ability to systematically analyze problems, draw relevant conclusions and devise appropriate courses of action.  
- Excellent verbal and written communication and relationship skills; ability to speak clearly and concisely, conveying complex or technical information in a manner that others can understand, as well as ability to understand and interpret complex information from others.
Education and/or Experience:
- Associate degree or HS diploma/GED with equivalent experience
- 2+ years’ experience in a clinical healthcare setting or care coordination role

Certification/License/Registry Requirements
- Chaplain certification, Medical Assistant or Certified Nursing Assistant Certificate or EMT/Paramedic Certification
- Minimum two years prior care coordination experience.
- Current BLS certification
- Bilingual and able to read, write, and speak Spanish proficiently.