



## Care Coordinator (bilingual Spanish)

*Do you believe everyone should have good health care?*

*Do you enjoy helping people find the resources they need?*

*Do you enjoy meeting new people and working with diverse populations?*

The Care Coordinator role at CommunityHealth is a unique opportunity to apply your skills to helping ensure quality health care for all... while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

### The Opportunity

CommunityHealth seeks to hire a full-time, bilingual (Spanish) Care Coordinator. Under the supervision of the Care Coordination Manager, the Care Coordinator will work with patients to improve self-management of diabetes, hypertension and mild/moderate depression through assessment, enhanced self-awareness, education, self-monitoring and eliminating barriers to self-care by screening and addressing social drivers of health.

### Responsibilities

- Complete Health Risk Assessments (HRA) with patients living in target zip codes.
- Assist with community resources and scheduling appointments.
- Enroll eligible patients in disease management program(s) and provide disease-specific and preventive care patient education according to program requirements.
- Monitor patients (in person or by telephone) at required frequencies and track clinical outcomes related to depression, hypertension, and diabetes. Use a worklist to identify and re-engage patients who are not participating as expected in the disease management program.
- Support the treatment plan prescribed by primary care providers (PCPs), focusing on treatment adherence, side effects, other complications, and effectiveness of treatment.
- Facilitate treatment plan changes for patients who are not improving as expected in consultation with the PCP. These may include changes in medications, treatments, or appropriate referrals for clinically indicated services outside the primary care clinic (e.g., social services such as housing assistance, vocational rehabilitation, subspecialty, mental health specialty care, substance abuse treatment, etc.).

- Prepare for and participate in regularly scheduled caseload oversight with the Care Coordination Manager.
- Engage relevant care management staff with patient updates and ensure the care plan is consistently updated and integrated with disease management information.
- Proactively outreach to patients to encourage them become actively engaged in their own health through calm, compassionate communication and by utilizing techniques such as motivational interviewing and behavioral activation.
- Accurately document patient information, assessments, interventions, and encounters.
- Attend ongoing training and learning related to job position and duties.

### Qualifications

- Fluency in English and Spanish (both oral and written) is required.
- A close understanding of the community being served (Chicago's west side).
- 1 year of work in a community or health care setting preferred.
- Lived experience navigating barriers to accessing health care services.
- Flexible disposition and growth mindset.
- Excellent communication skills.
- Enthusiastic self-starter who can work well both independently and in teams.
- Commitment to CommunityHealth mission, model of service delivery, and core values.
- LIFE EXPERIENCE: We know that many of your most character-building experiences do not show up neatly on a resume. Please use a cover letter or email to tell us why you would be a good fit for this job, focusing especially on those qualifications that do not appear on your resume.

### Compensation

- The starting salary range for this position is \$20-23 per hour.
- CommunityHealth values wellness and work/life balance for our employees. To that end, we offer a wide range of benefits for employees, such as a hybrid in-person/remote work schedules, health insurance, retirement savings, a variety of opportunities for paid time off, and more. Read more about our [Total Rewards Package here](#).

**To apply: Interested candidates should submit a resume (NO PHONE CALLS) to: Miriam Barger - [mbarger@communityhealth.org](mailto:mbarger@communityhealth.org)**

CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious

creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.

*NOTE: All employees are required to be fully vaccinated against COVID-19 and boosted when eligible as a condition of employment (or must obtain approval of a medical or religious exemption prior to start date).*

### **About CommunityHealth**

Founded in 1993, CommunityHealth is the largest volunteer-based health center in the nation. We provide primary and specialty care, medications, lab testing, mental health services, and health education at no charge to low-income, uninsured adults in Chicago.

[Visit our website to learn more!](#)