

Parent Advocate

255 E 98th St, Brooklyn, NY 11212, USA Req #3326

Date Posted: Wednesday, February 22, 2023

Make a bigger difference

WORKING WITH US

At The Jewish Board, we don't just make a difference ~ we make a bigger difference as we serve 45,000 New Yorkers every year. Join our dedicated team that's been helping communities across New York City for almost 150 years and see just how big of a difference you can make.

IF YOU JOIN US, YOU'LL HAVE THESE GREAT BENEFITS:

- Generous paid time off in addition to 15 agency holidays and 15 sick days
- Affordable and high-quality medical/dental/vision plans
- Tuition assistance and educational loan forgiveness
- Free continuing education opportunities
- 403(b) retirement benefits and a pension
- Flexible spending accounts for health and transportation
- 24/7 Accessible Employee Assistance Program
- Life and disability insurance
- Diversity, equity, and inclusion working groups that are available for you to join, including Confronting Structural Racism (COR), Coalition Against Anti-Semitism (CAAS), and the LGBTQ Steering Committee

ABOUT THE JOB

Care Coordinators link children who have chronic medical or behavioral health conditions to the services they need to stay as healthy as possible and avoid unnecessary trips to the emergency room. Care coordinators encourage the clients (members) they serve to use those services to optimize their health outcomes. Working in a team setting and primarily in the field, Care Coordinators assess risks and needs, develop person centered care plans, track and arrange appointments, educate members and coordinate other aspects of members' health and community services. As this is an evolving program, additional responsibilities will be added.

KEY ESSENTIAL FUNCTIONS:

- Integration of medical, specialized and behavioral health services in addition to social support and/or educational support services
- Periodic assessment of a member's medical and behavioral health needs as well as their compliance with recommended treatments
- Collaborative development of an Individualized Plan of Care with the member, the member's family and/or caregivers in addition to other service providers
- Providing required care management services
- Tracking all specialty medical, behavioral and support service referrals made for patient using Health Information Technology
- Assuring that member has access to, engages in and retains needed services as defined in the member's care plan. Such services may include Acute Medical Care; Primary Medical Care; Preventative medical care services (including metabolic screening); Home Health Care; Chemical Dependency Services; Behavioral Health Services; Community social support services; Housing; State and federal entitlements; Educational services; Involvement with child welfare, juvenile justice or criminal justice institutions
- Providing referrals to members for increased access to the above services
- Responding to members' questions and needs
- Reassessing the members' need for ongoing care coordination services
- Completing all required documentation in a timely manner
- Sharing knowledge and experience with other team members to support the team's overall service provision efforts
- Carrying an agency-provided cell phone, laptop and hotspot
- Responding to member crises during (and occasionally outside of) regular business hours via program after hours emergency cell phone, which is rotated among care coordinators
- Other duties as assigned

EDUCATIONAL / TRAINING REQUIRED:

- A Bachelor's Degree with a major or concentration in social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation therapy, counseling, community mental health, child and family studies, sociology, or speech and hearing
- PLUS, two years of experience in providing direct services, or a substantial number of case management services, to mentally disabled or chronically ill or homeless children with complex social or healthcare needs.

EXPERIENCE REQUIRED / LANGUAGE PREFERENCE:

- A valid driver's license and access to a vehicle (for Staten Island); A valid NYS ID for all boroughs.
- Specific experience with the target population is required to work with Children.
- Experience working in interdisciplinary teams; experience providing care management or care coordination in a medical or behavioral health environment; experience working with the chronically ill.
- Excellent written communication, verbal communication and customer service skills
- Fluency in a second language such as Spanish, Mandarin, or Russian is preferred but not mandatory

COMPUTER SKILLS REQUIRED:

- Intermediate computer proficiency

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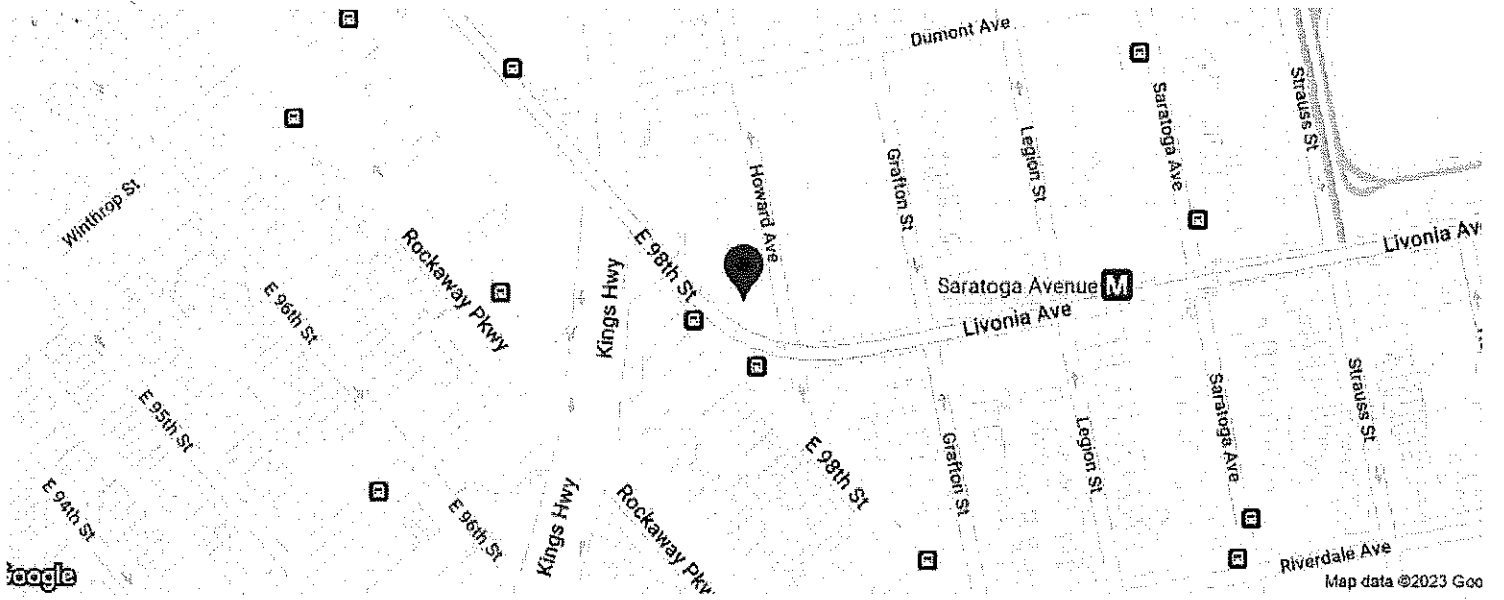
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