



**Suffolk Care Collaborative (SCC)
JOB DESCRIPTION**

TITLE: Care Associate, Suffolk Care Collaborative

REPORTS TO: Director of Care Management, Suffolk Care Collaborative

FLSA: Non-Exempt

DEPARTMENT: Population Health Management

JOB SUMMARY:

The Care Associate works collaboratively with a team of health professionals to provide patients with care needed to assist them in stabilizing and improving their health. As a part of the Suffolk Care Collaborative (SCC) care management team, they are a valued member of a patient's health care team that works with patient populations diagnosed with complex medical problems and their families. The Care Associate provides administrative support to SCC health care team members, such as computer data entry, data checking, mailings, maintaining databases, documentation and letter generation processes, and record keeping in an effort to optimize the delivery of patient care. This position performs duties to support the goals and objectives of the Suffolk Care Collaborative in its effort to meet the goals set forth under the Delivery System Redesign Incentive Payment Program (DSRIP). The Care Associate will assure the delivery of a quality product focused on the provision of excellent patient care and care management services in a cost-effective manner achieving a high level of patient and provider satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **30%** Serves as a central repository for all care management referrals including retrieving referrals from various sources and documenting in the appropriate EHR or Care Management platform. Manages written communication to patients and providers as directed. Maintains patient education materials for all care management programs. Participates in and completes all regular required documentation to achieve regulatory compliance.
- **25%** Supports patients in areas including but not limited to: medication adherence; exercise; nutrition; provider appointments and health care system navigation. Communicates all concerns regarding patients and their support system to clinical team and manager as necessary, seeking support guidance proactively. For example, may review patient telemonitoring information to ensure that systems are properly functioning or calls a home health agency to confirm services will be delivered. Notifies health team professional immediately of any concerns.
- **20%** Assures that patients get appropriate and timely services by making referrals and motivating patients and their support systems regarding when to seek care under the direction of the care manager. Assists the patient and their family to bridge community, cultural, linguistic and educational barriers in an effort to encourage self-care. Coordinates patient transportation and accompaniment as needed to scheduled appointments.
- **25%** Participates and attends regularly scheduled project, hospital clinic and other assigned meetings. Completes all required documentation in a timely fashion in accordance with regulations and office standards. Creates and maintains dashboards and operational reports to support Care Management departments.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Participates in regularly scheduled staff development trainings to maintain and improve personal knowledge base of various chronic diseases.
- Attends regularly scheduled clinic and other assigned meetings.
- Completes thorough accurate documentation on all patient, family and provider encounters, in a timely fashion in

accordance with regulations and office standards.

- Manages written communication to patients and providers as directed. Maintains patient education materials for all care management programs.
- Protects confidentiality of patient information, data and intellectual property and insures compliance with national health information projection guidelines.
- Performs other related duties as required and assigned

SKILLS AND ABILITIES:

- Demonstrates customer focused interpersonal skills to interact in an effective manner with practitioners, the interdisciplinary health care team, community agencies, patients, and families with diverse opinions, values, and religious and cultural ideals.
- Capability to openly address and acknowledge observed issues and concerns.
- Proficient in basic computer skills to include Microsoft Word and Excel, is accurate in keyboard entry of data into relevant computer systems such as electronic health records, databases and spreadsheets and possess an aptitude to learn various system software as needed.
- Exhibits attention to detail, and ability to be flexible in performing a variety of tasks.
- Has ability to complete projects within designated timelines and the ability to prioritize duties is required.

EDUCATION AND/OR EXPERIENCE:

- High School diploma or equivalency required, Associate Degree in healthcare related field preferred.
- Two years of experience in community based programs or demonstrated progressive advancement in responsibilities in healthcare setting such as clinic, hospital, etc.
- Two years of experience working in a fast paced office environment, including responsibility for accurate data entry, efficient management of high volume phone inquiries, and independent problem solving using pre-established guidelines.
- Experience with IT solutions such as electronic health record, learning management or care management systems.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Work is typically performed in an office environment.
- Valid driver's license required.
- Travel may be required

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.