



Job Description

Position Title: Health Home Local Program Coordinator

Non-exempt

Reports to: Manager

8 hour day Monday - Friday

Supervisory Responsibilities: Yes

SUMMARY: Serves as the day-to-day operational manager of the region's Health Home and Nursing Staff. The number of FTE(s) is contingent upon the number of clients served in the region. Ensure compliance with state and federal regulations and department policy. The position is responsible for the daily operations of the Health Homes including development and implementation of processes and procedures to meet the needs of the elderly and disabled population serviced. Hires, supervises, trains, and evaluates Health Home, Nursing, and support staff. May also be case carrying and take on additional regional responsibilities depending on volume and need.

ESSENTIAL FUNCTIONS:

- Makes hiring and termination recommendations.
- This position directly supervises Health Home, Nursing and Health Home Support Staff for the region. The number of FTE(s) is contingent upon the number of clients served in the region.
- Performance staff evaluation and performance reviews.
- Responsible for record keeping including timesheet review and submission, expense vouchers, leave requests and training requests.
- Instructs staff in methods or procedures needed to carry out their job.
- Assigns and reviews the day-to-day work of others.
- Monitors monthly caseload, and Health Home activity and ensures that goals and expectations are met. Develops training and plans for improvement as well as keeps Program Manager informed of any staffing concerns related to activity.
- Determine regional procedures for quality, efficiency, and program compliance, along with most appropriate allocation of staff resources to meet customer needs and program standards.
- Determines best mode of training and level of supervision to perform quality work and meet State and ALTC standards and requirements.
- Determines the most effective method of disseminating information on program changes and regulations.
- Determines the physical office needs and how to get those needs met.
- Depending upon office location, the Health Home Program Coordinator may provide day-to-day operational lead and coordination control to TXIX and ADRC staff assigned to the area such as ensuring supplies and other work resources are available. Supervision of the TXIX and ADRC staff duties is not the responsibility of the Health Home Program Coordinator, thus they do not provide clinical supervision to this group as well as manage timesheets, expense vouchers, and leave requests.
- First contact for Health Home contract such as Lead Health Home entities or MCOs.
- Other duties as assigned

Knowledge, Skills, and Abilities:

- Experience using Health Home computerized platforms for MCOs, and Lead Health Home entities is desired.
- Experience using motivational interviewing or other empowerment-based approaches is desired.
- Training and experience in Coleman CTI or other transitional care modality is desired.
- Experience as instructor for Health Home State Required training is desired.

- Experience administering, interpreting, and making referrals based on Health Home required screenings including but not limited to: Patient Activation Measure®, Caregiver Activation Measure®, Parent Activation Measure®, BMI, PHQ-9, Katz ADL, PSC-17, GAD-7, AUDIT and DAST is desired.
- Experience using the Predictive Risk Intelligence System (PRISM) for care coordination and service planning is desired.
- Experience creating and assisting client to participate in Health Action Planning and creation of Health Action Plans.
- The ability to assess individual learning styles and communicate in the manner most appropriate for the learner.
- Ability to present material in a step by step method so it is easily understood by employees.
- Determine best methods of carrying out and assigning workload.
- Knowledge of in-home and community options and resources for the elderly and adults with disabilities and their caregivers.
- Knowledge and experience of Health Home Care Coordination Services for the elderly, adults with disabilities and children with medical needs or disabilities including those residing at home, or in a residential facility is desired.
- Direct Health Action Plan development and goal setting knowledge.
- Ability to research and propose solutions to a variety of problems presented by clients and staff. Seeks remediation which is supported within WAC, standards, and policies.
- Ability to take on responsibility of new projects that may include development and implementation, follow up, and reporting.
- Ability to function in a multi-lingual, multi-cultural environment, including providing service with use of interpreters.
- Ability to travel to and from client's homes and other community agencies which might not be ADA accessible.
- Ability to maintain paper and electronic records and files of clients and services provided and to report those accordingly.
- Work effectively with colleagues and other customers by practicing punctuality, respect for deadlines, collaborative problem solving and honest communication.
- Ability to work effectively as a team member with a wide range of diverse staff and community members and to establish and maintain effective working relationships.
- Ability to work independently in the field.
- Ability to work under pressure and within short timelines.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Display empathy and positive regard for others in written, verbal, and non-verbal communications.
- Computer and software skills including Word, Excel, and database systems; ability to operate general office equipment; work at a desk using phone and computer for up to a full day's work schedule.

Minimum Qualifications:

- Bachelor's degree in Social Work, Social Science, Human Services, Gerontology, Psychology, Counseling, or related fields
- Two years of direct service case management or social service program experience. Experience may be paid or volunteer experience within a social service agency or hospital.
- Three years' experience in supervision, mentorship, and/or training capacity.
- Valid State Driver's License required and proof of insurance, if requested.
- Employment offers are contingent upon successful completion of a criminal background investigation

Working Conditions and Physical Effort:

While performing assessments in varied residential environments, the employee travels by automobile and is exposed to changing weather conditions.

A portion of the work is in a typical interior/office work environment.

While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, stoop, use hand to finger, handle or feel objects, tools, or controls, grasping and reach with hands or arms.

The employee occasionally lifts or moves up to 25 pounds and/or a negligible amount of force frequently or constantly to lift, carry push, pull, or otherwise move objects.

Specific vision abilities required by this job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing on keyboard and viewing computer screen.

Duties are performed in an office setting and include daily home visits to clients and their families where conditions of the home environment may not always be ideal or predicted.

Some homes are potentially hazardous, to include unrestrained animals, inadequate housing situations, clients, or family members with hostile behaviors.

Driving conditions may be in rural settings and case managers may have home visits scheduled during inclement weather.

Requires being to work in a timely fashion, able to respond to public with good customer service skills, ability to exercise good judgment as it relates to client care, following rules and regulations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Southeast Washington Aging & Long Term Care is an equal employment opportunity employer.

SE WA ALTC ensures equal employment opportunities regardless of a person's sex, race, national origin, religion, age, disability, marital status, creed, political belief, sexual orientation, veteran's status, or any other protected status under federal or state statute. Disabled applicants may request accommodation to participate in the job application and/or selection process for employment. In compliance with the Immigration Reform and Control Act of 198, SE WA ALTC will only hire United States citizens and aliens lawfully authorized to work in the United States.

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.