

August 24, 2017

**CARE COORDINATOR/MEDICAL SOCIAL ASSOCIATE**

**DEPARTMENT: Core – Mokena**

**FLSA: Exempt**

**UNION: SEIU 73 Professional**

**JOB POSTING: #18-004 (Exam Request title: Medical Social Associate)**

<https://jobs.uic.edu/> click link to apply

The minimum acceptable qualifications for a Medical Social Associate are:

1. A. Bachelor's degree with a major in the social or behavioral science or related health specialty from an accredited college or university.  

or

B. Master's degree in social or behavioral science or related health specialty area from an accredited college or university.
2. One (1) year (12 months) of progressively more responsible full-time experience in the practice of social services/agencies or medical/clinical setting maintaining acceptable standards of social work practices.

**FUNCTION:**

The DSCC Care Coordinator/Consultant provides limited care coordination services to families eligible for DSCC services within a particular geographic area. Provides some assistance to other Care Coordinators and Regional Manager. Provides consultation to other members of the multi-disciplinary team utilizing skills and knowledge acquired from academic training and professional experience.

**WORK ACTIVITIES:**

Provides services as a coordinator assistant:

- Provides support to the Regional Manager, including preparing confidential material.
- Independently coordinates RO equipment, supplies and other resources in support of care coordination activities.
- Records, prepares and transmits information, i.e., demographic and medical social data from applicants/recipients, families and Care Coordinators, including completing forms and letters in support of care coordination services.
- Enters, updates, and maintains applicant/recipient information in the Children's Health Information Management System (CHIMS) data base.
- Maintains and uses reminders/CHIMS Tickle Report to track needed follow-up for applicants/recipients.
- Receives and appropriately processes telephone and face-to-face inquiries from applicants/recipients and their families, providers and the general public about Division services including referral to other resources when ineligible for DSCC.
- Maintains confidential applicant/recipient records, filing documents using agency guidelines, including processing transferred, volume and discontinued records.
- Processes necessary information to determine DSCC eligibility on all applicants referred for services.
- Receives, processes and routes incoming/outgoing written applicant/recipient correspondence, reports, etc.
- Performs clinic duties, as assigned.
- Arranges for translation or interpreter services for applicants/recipients or their family, and if applicable to their area of expertise, provides bilingual translation to staff for children and their families with Limited English Proficiency (LEP) through face-to-face, telephone and written interaction.
- Assists Care Coordinators and families with care coordination activities, including activities such as staff support for clinics, satellites, referrals to other resources, arranging medical services for applicants/recipients.
- Assists in establishing DSCC Outreach programs and works independently at these events throughout the Regional Office area, including health fairs and community organizational meetings.
- Determines family's DSCC financial eligibility based upon submitted documentation.
- Assists Care Coordinators and families with private/public health insurance through effective benefits management practices for applicants/recipients.
- Assists with training of new staff.

- Provides back-up assistance for other staff.
- Participates in Division staff meetings and in-service training sessions.

Provides care coordination services:

- Develops a care coordination plan that is family-centered, community based and coordinated.
- Facilitates the implementation of the care coordination plan.
- Monitors the care plan activities.
- Revises the care coordination plan to address the changing and ongoing concerns and priorities of the family.

Identifies children eligible for DSCC services:

- Determines general eligibility for each assigned case.
- Determines medical eligibility for each assigned case.
- Assists in the completion of the financial application process for each assigned case.
- Identifies potentially eligible children for the Home Care Waiver Program (HCWP).

Participates as a member of the Regional Office multi-disciplinary team:

- Complies with University, Division and Regional Office policy and procedures.
- Provides state-of-the-art discipline based expertise to the Regional Office multi-disciplinary team.
- Maintains an area of psychosocial expertise in support of the Regional Office multi-disciplinary team.

Promotes interagency collaboration and an organized network of integrated services:

- Provides community education programs regarding DSCC services.
- Participates in developing and/or implementing a networking plan for the Regional Office.

Participates in special projects impacting DSCC:

- Participates in agency committees/projects on a regional or statewide basis.
- Participates in DSCC sponsored interagency programs.

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