



Clinic Care Coordinator

We are seeking a clinic care coordinator to join our clinic team! Proof Alliance is a national leader in promoting awareness about the effects of prenatal alcohol exposure and supporting individuals and families impacted by fetal alcohol spectrum disorders (FASD). Our diagnostic clinic serves patients throughout Minnesota and trains health practitioners across the country in FASD assessment.

WORK STATUS: Non-exempt, 0.75 FTE (30 hours/week)

SALARY: \$47,800

LOCATION: This position is in St. Paul Minnesota. Proof Alliance values a flexible working environment and currently works in a hybrid environment with time spent in the office and remote, depending on the position requirements.

REPORTING STRUCTURE: This position reports to the Clinic Manager.

PRIMARY DUTIES AND RESPONSIBILITIES

The Clinic Care Coordinator will work in the Proof Alliance FASD Diagnostic Clinic providing ongoing support of patients and their families from the beginning of intake through the diagnostic assessment. They will provide a purposeful patient and family-centered partnership with the clinic team by developing and supporting a coordinated plan of care between visits to promote a smooth transition across the healthcare continuum. The Care Coordinator works to maximize the patient's health outcomes and experience by identifying needs, completing pre-visit planning, supporting clinic visits, facilitating post-visit wrap-up, and assisting with necessary follow-up appointments and/or treatments.

Care Coordination

- Conduct patient intake: oversee acquisition and distribution of necessary documents for the clinic visits from health systems, schools, social services, parents/guardians, and others as needed.
- Ensure proper documentation of all patient care and all patient data.
- Provide assistance with technology for virtual visits as needed.
- Provide navigation for families during in-person clinic visits.
- Follow up with cancellations, no-shows, and incomplete paperwork to re-engage families and improve likelihood of completing a diagnostic evaluation.
- Share information with other members of the health care team.
- Acts as a patient advocate.
- Provide health education about diagnostic and prescribed treatments.
- Support patients and families to assist them in making informed decisions and navigate the healthcare system.

Administrative and Technical Support

- Greet and check in patients.
- Perform administrative clinic work (creating intake packets, requesting and processing patient records, fax/mail patient and provider forms).
- Manage patient data in their electronic medical record.

- Assist with the updating of current procedures and development of new procedures as appropriate.
- Maintain and report on annual compliance training completion regarding HIPAA, fraud, waste and abuse, privacy and security policies, etc.
- Comply with all clinic policies regarding HIPAA, billing, coding, privacy and security policies.
- Perform other duties as determined by manager and clinic needs.

QUALIFICATIONS

- 3+ years of clinical care coordination, patient navigator/advocate, case management, or social work
- Ability to prioritize tasks and manage multiple, competing deadlines
- Work cooperatively and effectively with other staff, professionals, and families
- Ability to interpret and respond to complex situations and provide clear and timely solutions
- Strong interpersonal and communication skills, both verbal and written
- Exceptionally strong organizational skills
- Highly proficient in Excel, Word, Outlook, and Adobe Acrobat and the ability to learn new software quickly, including telemedicine
- Experience with electronic medical record software
- Knowledge of culturally responsive resources in the community
- Demonstrated success collaborating effectively with diverse communities and team members

Preferred

- Knowledge of Minnesota state and county public health and human service systems
- Knowledge of the Special Education Individualized Education Program (IEP)
- Experience working with traditionally under-represented communities in Minnesota
- Understanding of fetal alcohol spectrum disorders (FASD).

ADDITIONAL INFORMATION: Proof Alliance offers a complete benefits package that includes generous time off, medical & dental insurance, short- and long-term disability, life insurance and an IRA match. Proof Alliance is an equal opportunity employer and values a diverse and inclusive work environment. The selected candidate will need to pass a background check for violent offences and offences against vulnerable populations. Legal authorization to work in the United States is required, including providing required valid documents for Employment Eligibility Verification (I-9 form).

HOW TO APPLY: Please email ALL of the following information to humanresources@proofalliance.org.

1. Your resume
2. 1-2 paragraphs telling us why you are interested in this position and how you believe you meet the qualifications