



## EMPLOYMENT OPPORTUNITY

### Care Coordinator – Clinical

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a Clinical Care Coordinator (Bilingual English/Spanish) to work as a critical part of its Medical Team.

#### Position Responsibilities

- Work as part of a multidisciplinary team to help support the needs of patients.
- Able to demonstrate and facilitate interpersonal communication to build rapport with patients, providers, outside resources and the multidisciplinary team. Outside resources include, but not limited to public assistance, transportation, childcare, employment, nutrition support, parenting support, therapy, etc.
- Appropriately document services provided to patient in patient's chart, while scanning any important time sensitive needed documentation. Maintains case records in accordance with agency and regulatory standards and requirements. Completed appropriate tracking for services provided and specialized projects.
- Continue follow up on referrals made to ensure closed loop of services and resources to patients in need.
- Provide patient education on topics such as diabetes, asthma, breastfeeding, behavioral health, etc.
- Able to understand and explain results and options for support on screenings (ASQ:3, ASQ:SE, M-CHAT, Edinburg, PHQ-9, GAD-7, and others) as well as explain options for referral planning.
- Responds to client support in crisis situations including, but not limited to completing calls to Department of Children and Family Services (DCFS) and Screening, Assessment, and Support Services (SASS).
- Manage the care coordination bucket of referrals.
- Assist patient support team with patient registration and scheduling, when needed.
- Participates in meetings, supervision, and round tables to review and discuss any challenges, outcomes, and questions in processing with the provision of services to patients.

#### Knowledge, Skills, and Abilities

- Bachelor's degree, preferably in Social Work, Psychology, Public Health, or equivalent years of work experience.
- Previous experience in health care setting, including work as a mental health professional, case manager or health educator, preferred.
- Computer: knowledge of Word, Excel, and typing. Excellent communication and interpersonal skills.
- Experience working with Electronic Medical Record (EMR)
- Knowledge of social service functions and crisis intervention models.
- Clinical background preferred with familiarity of DSM-V and screening/assessments.
- Bilingual- English/Spanish proficient





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### **Compensation and Benefits**

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option.

### **Organizational Overview**

Our patients and staff are at the heart of everything we do. For over 100 years, the Infant Welfare Society of Chicago (IWS Family Health) has provided health care services to medically underserved and vulnerable Chicagoans. Today, we provide pediatric health, adult health, pediatric and family dentistry, prenatal Care, including CenteringPregnancy™, care coordination, counseling, behavioral health, speech therapy, occupational therapy, social skills groups, optometry. This model helps ensure access to comprehensive services for medically underserved families in Chicago.

Please submit cover letter and resume to HR at [hr@iwsfamilyhealth.org](mailto:hr@iwsfamilyhealth.org)

