BILINGUAL CARE COORDINATOR

Department	Care Coordination	**Direct Care** **Non-Direct Care**	Direct Care
FLSA Status	Non-Exempt	**Exemption Type** *(HR Use Only – Check all that apply)*	☐Executive ☐Computer ☐Administrative☐Professional ☐Outside Sales
Reports to	Supervisor, Care Coordination	**Supervises**	N/A
Primary Location	Varies	**Employment Status**	☒Full Time ☐Part Time ☐Regular ☐Temporary
Original Date	2018	**Revised Date**	March 2026

JOB SUMMARY

Job summary should specify the nature and purpose of the job. Please provide one to two sentences starting with an action verb, followed by the aim of the position that identifies the primary result of the position.

The Bilingual Care Coordinator has an overall responsibility and accountability for coordinating all aspects of the individual's care, including but not limited to health and behavioral healthcare, community supports, and other services required to meet the needs of the individual. For individuals who are enrolled in the health home, the care coordinator will take a holistic approach to care by utilizing the core standards of service. These include:

- Comprehensive Care Management
- Care Coordination and Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support
- Referral to Community and Social Support Services
- Use of Health Information Technology (HIT) to Link Services

ESSENTIAL FUNCTIONS

List the essential job functions or responsibilities. Typically, most jobs have between 8 to 12 essential functions. It is critical to note that not every function of the position should be deemed as essential. Essential functions should include only those items that are "critical for getting the job done" or "accountabilities".

- Completes required assessments using person centered planning techniques, as well as gathers and incorporates all other relevant assessments.
- Develops a comprehensive, person-centered Life Plan with the individual and their circle of support, as well as their entire service provider team.

- Supports the individual in the planning process to ensure that the individual directs the process to the maximum extent possible and can make informed decisions and choices.
- Reviews the Life Plan with the individual's entire interdisciplinary team no less than annually, and every time there is a life changing event. This review must occur during a face to face meeting, no less than annually.
- Accountable for coordinating all aspects of an individual's care.
- Effectively manage a tiered caseload, while tailoring services to individual needs.
- Completes program enrollment and eligibility document.
- Completes and secures consents and authorizations to share information.
- Develops and maintains appropriate records.
- Completes and reviews paperwork necessary for case files and reports.
- Completes documentation and billing in a timely manner.
- Frequent travel meeting with individuals in their homes, physician/provider offices, and other public places in order to conduct assessments and provide services.
- Accompanies individuals to appointments in accordance with Person Centered Services policy.
- Collaborates with providers and service support team members.
- Initiate incident reports and follow-up to ensure compliance with regulations.
- Monitors individual satisfaction with supports and services.
- Ensures case files are in compliance with regulation and policy.
- Provide quality driven, cost effective, culturally appropriate services.

OTHER DUTIES

List other non-essential job functions or responsibilities. May wish to include in the list "performs other duties as assigned".

- Commits to a respectful, just, and supportive environment for all individuals and team members aligning with the organization's commitment to inclusion and belonging.
- Other duties as necessary or assigned.

KNOWLEDGE, SKILLS & ABILITIES

List required knowledge, skills and abilities needed for the job.

- Knowledge of developmental disabilities, chronic disease and social determinants of health.
- Strong knowledge of OPWDD funded services and supports.
- Experience with motivational interviewing.
- Experience writing SMART goals.
- Knowledgeable of person-centered planning regulations.
- Ability to build relationships and effectively communicate.
- Encourages community integration.
- Demonstrates cultural competence.
- Demonstrates ethical and professional responsibilities and boundaries.
- Demonstrates capacity to use Health Information Technology to link services and facilitate communication.
- Knowledge of confidentiality regulations.
- Organizational and time management skills
- Ability to prioritize.
- Proactively approaches professional responsibilities.
- Completes work in a timely manner.

EDUCATION & EXPERIENCE

List required education and/or experience needed for the job.

- Bachelor's degree with 2 years relevant experience OR a Licensed Registered Nurse with 2 years relevant experience OR A Master's degree with 1-year relevant experience *required*.
- Bilingual in English and Spanish, *required.*
- A valid New York State driver's license is required. If residing in a bordering state, a valid driver's license from that state is acceptable for employment in New York.

PHYSICAL REQUIREMENTS

List physical requirements of the job and indicate how often the team member is required to perform these requirements. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Activity	**Frequency**			
	N/A	**Rarely**	**Occasionally**	**Regularly**
Travel	☐	☐	☐	☒
Ambulate	☐	☐	☒	☐
Drive	☐	☐	☒	☐
Type/Keyboard	☐	☐	☐	☒
Twist/turn	☐	☐	☒	☐

Stand	☐	☐	☒	☐
Sit	☐	☐	☐	☒
Talk	☐	☐	☐	☒
Hear	☐	☐	☐	☒
Use hands and fingers	☐	☐	☐	☒
Repetitive Motion	☐	☐	☐	☒
Close vision	☐	☐	☐	☒
Peripheral Vision	☐	☐	☐	☒
Depth of Perception	☐	☐	☐	☒
Ability to see color	☐	☐	☐	☒
Lift up to 5 lbs.	☐	☐	☒	☐
Lift up to 10 lbs.	☐	☐	☒	☐
Lift up to 20 lbs.	☐	☐	☒	☐
Lift up to 50 lbs.	☐	☐	☒	☐
Lift up _____ lbs.	☐	☒	☐	☐
Carry	☐	☐	☒	☐
Reach	☐	☐	☒	☐
Push	☐	☒	☐	☐
Climb	☒	☐	☐	☐
Pull	☐	☒	☐	☐
Stoop	☐	☒	☐	☐
Kneel	☐	☒	☐	☐
Crouch	☐	☒	☐	☐
Crawl	☐	☒	☐	☐
Balancing	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

ENVIRONMENTAL CONDITIONS

List environmental conditions of the job and indicate how often the team member is exposed to these conditions.

Physical Activity	**Frequency**			
	N/A	**Rarely**	**Occasionally**	**Regularly**
Office environment	☐	☐	☐	☒
Moderate noise	☐	☐	☒	☐
Loud noise	☐	☒	☐	☐
Extremely loud noise	☒	☒	☐	☐
Confined area	☒	☐	☐	☐
Exposure to bloodborne pathogens or bodily fluids	☒	☐	☐	☐
Exposure to allergens	☒	☐	☐	☐

Exposure to chemicals	☒	☐	☐	☐
Exposure to airborne pathogens	☐	☒	☐	☐
Exposure to dim lighting	☐	☒	☐	☐
Exposure to bright lighting	☐	☐	☐	☒
Exposure to heights or high precarious places	☒	☐	☐	☐
Extreme heat/humid conditions	☒	☐	☐	☐
Outdoor conditions	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Team Member Signature: _____ Date: Click or tap to enter a date.

Supervisor Signature: _____ Date: Click or tap to enter a date.

HR Reviewed Signature: _____ Date: Click or tap to enter a date.

AVP, Finance Signature: _____ Date: Click or tap to enter a date.

CPO Signature: _____ Date: Click or tap to enter a date.