



## JOB POSTING

TITLE: PATIENT CARE COORDINATOR (BILINGUAL-SPANISH)  
REPORTS TO: DIRECTOR OF PRIMARY CARE & QUALITY  
STATUS: NON-EXEMPT  
LOCATION: ANTIOCH, CA  
PAY:DOE

### **OUR MISSION & VISION**

The Brighter Beginnings mission to “*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, *Every family matters, and every child deserves a happy, healthy future.*”

### **OUR HISTORY**

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in resource-poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with 4 locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

### **POSITION SUMMARY**

The Patient Care Coordinator role is to provide optimal care for an entire population by identifying and eliminating care gaps. Will coordinate team-based care to provide health services to individuals, through effective partnerships with patients, their caregivers/families, community resources, and their provider.

### **QUALIFICATIONS:**

#### PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES:

- 1) BA degree preferred. Healthcare/ health sciences/ public health degree or credentials preferred.
- 2) Two years related experience preferred OR equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.
- 3) Completion of Medical Assistant training or certification, nursing training or background, such as LVN, RN, BSN.
- 4) Ability to problem-solve utilizing the team approach. Conflict resolution skills
- 5) Possesses outstanding interpersonal skills, including excellent written and verbal skills
- 6) Ability to deal with people in person and in telephone contacts in a professional manner
- 7) Demonstrates ability to promote quality improvement through development and maintenance of standards
- 8) Sensitive to the needs of the cultures represented in the corporation’s patient population
- 9) Demonstrated commitment to the provision of services for the underserved and sensitivity working with a variety of people from low-income populations, with diverse educational, lifestyle, ethnic, and cultural origins; disabled, homeless, substance users, HIV (AIDS) infected, and/or physiologically impaired.
- 10) Ability to abide by standards of professional ethics and maintain HIPAA rules of confidentiality.
- 11) Adherence to infection control procedures, including but not limited to, standard precautions of temperature monitoring, hand washing, symptom self-monitoring, masking and social distancing.
- 12) Assist and support the BBFHC Programs to meet standards of High Reliability.
- 13) Demonstrate clear knowledge of Brighter Beginnings Family Health Clinics structure, standards,

- procedures, and protocols  
14) Bilingual in Spanish required.

### **RESPONSIBILITIES:**

- 1) Maintain ongoing tracking and appropriate documentation of Initial Health Assessment and high Emergency Department utilizers.
- 2) Works to coordinate the care for patients who are at high risk for hospitalization or readmission to the hospital to ensure that they have prompt access to any necessary care including our providers, mental health, specialty care, etc.
- 3) Liaison for community resource referrals that come from our SDOH, ACE's and BH assessments.
- 3) Ensure complete and accurate registration, including patient demographic and current insurance information.
- 4) Act as a liaison with our Insurance Eligibility Specialist to determine client/patient eligibility.
- 5) Understand the organization and help patients navigate through it.
- 6) Schedule patients appointments, which include preventative screenings, routine and follow-up appointments, and scheduling transportation if needed.
- 8) Be the system navigator and point of contact for patients and families, having direct access for asking questions. May assume an advocate role on the patient's behalf with the carrier to ensure approval of the necessary supplies/services for the patient in a timely fashion.

Job Description- Patient Care Coordinator

- 9) Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance);
- 10) Identify and utilize cultural and community resources.
- 11) Establish and maintain relationships with identified service providers.
- 12) Ensure that patient's primary care chart is up to date with information on specialist consults, hospitalizations, ER visits and community organization related to their health.
- 13) Provide general administrative support (i.e. typing, filing, etc.) to supervisor and department.
- 14) Maintain office appearance on a daily basis.
- 15) Maintains excellent communication with the patients and the care team.
- 16) Works in collaboration with Mobility Labs/RCF Connects to coordinate services for residents in the target area.
- 17) Assists the care team with developing and accessing health interventions
- 18) Check-ins on the patient regularly, evaluate, and document their progress as required by policies and procedures
- 19) Consults with patients and family members to discuss their health problems
- 20) Act as a liaison with Brighter Beginnings Providers/Treatment Nurses to develop a care plan to address their personal health care needs
- 21) Utilizes strong organizational skills necessary to systematize care for several patients at once, while coordinating with diverse healthcare workers who hold varied schedules
- 23) Ensures highly developed verbal and written communication skills to expedite and facilitate patient understanding of health needs while maintaining a high level of respect and confidentiality for the patient
- 25) Communicates with others throughout the organization and community to encourage coordination in patient care
- 26) Collects data through patient tracking to facilitate patient outcome data collection and analysis

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

### **SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary.

1. For the purposes of ADA, the "Responsibilities" and "Qualifications" are essential job functions.
2. Work is normally performed in a typical interior/clinic work environment, with typical office noise and other disruption.
3. Limited physical effort is required.

4. Both standing and sitting are required, with half of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to medical equipment, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

### **BENEFITS**

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

\*\*Brighter Beginnings requires its employees and contractors to be fully vaccinated against COVID-19 (including any booster shots if required). Being fully vaccinated against COVID-19 is a condition of employment at Brighter Beginnings.

### **APPLY**

If you're interested in this position, please email resume to [jobs@brighter-beginnings.org](mailto:jobs@brighter-beginnings.org) or apply on indeed. Please make sure to subject the email the position title that you are applying for. If you need any accommodations during any part of the employment process, please contact Mayra Torres at (510) 593-4464.