



**Community Health Alliance of Pasadena (ChapCare)  
Job Description**

**Title:** Chronic Care Coordinator  
**Department:**  
**Reports To:** Clinical Director/Manager  
**Directs:** None  
**EEOC:**  
**FLSA Status:**  
**Salary Range:** TBD

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*Community Health Alliance of Pasadena (ChapCare) strives to pay its workforce at the mid-level or 50% of the salary range. For new hires, we offer pay at less than the 50% mark to allow for growth. ChapCare offers a generous employee benefit package. The combination of the pay and benefits results in a total compensation package in the 70% of the competitive salary range.*

**Summary**

This position will assist patients with chronic conditions in navigating and accessing all levels of chronic care services, including quality care, health education, and social services within both the clinic and the community. Responsible for the coordination of chronic care services, which includes such tasks as data entry, database reporting, face-to-face interaction and phone communication with patients, and administrative support for health education services, group medical visits and chronic care program development.

**ChapCare's Expectations of all Employees**

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates
- To train on all Learning Management Systems (LMS) by self-learning models from ChapCare's electronic medical records, EPIC/OCHIN.

**Essential Duties and Responsibilities**

**Chronic Care Patient Management**

- Data Management
  - Enter data into and maintain disease registry, including regular database reporting.
- Provider Orders:
  - Carry out provider orders, such as **standing orders** and referrals.
- Patient Communication -Regularly communicate with patients via phone and face-to-face interaction:
  - Provide guidance on available services and self-management;
  - Help patients navigate health education and supportive services within and

- outside of the clinic, including the facilitation of referrals;
  - Follow-up on care and ensure that patients are receiving appropriate care.
- Direct Service to Patients (Will not participate in clinic patient flow or take on other nursing procedures such as injection):
  - Take and record vital signs, recognizing and reporting abnormalities to nurses and providers;
  - Interview patients to obtain and record medical history, basic health information, and medication adherence.
- Administrative Support:
  - Provide administrative support to health education services, such as patient recruitment, attendance monitoring, and set up for classes and activities;
  - Provide administrative support to program development as needed to implement chronic care programs, such as obtaining data, patient and provider feedback;
- Assist patients with scheduling for health education and chronic care services

### **Qualifications**

- Ability to work independently with minimal need for follow-up.
- Proficiency with Microsoft Office suite of software products, particularly Excel and Access.
- Demonstrated ability to work and communicate with people from various ethnic, socio-economic, educational and experiential backgrounds.
- Interpersonal and cross-cultural communication skills.
- Knowledge of chronic conditions.
- Knowledge of medical terminology.

### **Education & Experience:**

#### Required:

- High school diploma or GED, some college coursework or nurse training.
- Experience working for a non-profit community health clinic and/or other non-profit social Service organization

#### Desired:

- Experience in health education and/or knowledge of principles, practices and procedures used in the treatment, preparation, documentation of health problems and carrying out of nursing orders.
- Experience in adult education and/or group facilitation.
- Bachelor's degree or medical assistant, nursing assistant, or Licensed Practical Vocational Nurse certification.

### **Skills and knowledge required**

- Ability to communicate with patients and staff in a clear manner.
- Familiarity with computers and basic word processing and database software.
- Use of medical equipment that supports patient services.

### **Prior experience required**

- Three years medical experience providing direct patient care in a clinic setting.

### **Personal qualities**

- Able to relate well to the cultural and ethnic characteristics of the ChapCare community.

