



Mission: The IHN, through collaboration and partnership, strives for quality, accessible, and affordable healthcare services for all residents, with an emphasis on the medically underserved.

Guiding Principles:

Health Equity • Patient-Centered Orientation • Accountability

Outcome-Focused Decision Making • Innovation

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

POSITION DESCRIPTION

Position Title: Community Referral Coordinator (CRC) – Memorial Hospital Belleville (Emergency Department)

Position Summary:

Reporting to their assigned Community Referral Coordinator (CRC) Supervisor, the Community Referral Coordinator will execute activities to coordinate and integrate health services for the medically underserved in the Southern Illinois region as part of the IHN's Care Transitions Initiative. The referral coordinator will meet with non-emergent and/or admitted Hospital patients to provide education regarding availability of primary, specialty, behavioral health and urgent care services; offer patients a choice of primary care homes; and assist with scheduling follow-up appointments and arranging transportation/support services as needed. The referral coordinator will connect patients to medical and social service resources, as appropriate, to assist with system navigation.

About the Care Transitions Initiative:

The Care Transitions Initiative is comprised of three components:

- The Community Referral Coordinator Program
Patient-centered intervention where CRCs work with patients/community members to assist in understanding and navigating their healthcare.
- The P.U.L.S.E.™ Model
Educational framework used to assist patients/community members to understand the levels of care available in the community and how to engage.



The P.U.L.S.E.™ acronym stands for: Primary Care, Urgent Care, Lifestyle Services, Specialty Care and Emergent Care

- Transitions of Care Taskforce
Cross-functional group of providers and health leaders focused on collaboration to improve care transitions across the healthcare system

Qualifications:

- Strong analytical, interpersonal, communication and organization skills.
- Ability to work in a self-directed manner and without close supervision.
- Proficiency with Microsoft Word, Microsoft Excel, and Internet browsing software is essential.
- Driver's license and dependable vehicle with the knowledge to properly use the vehicle is preferred.
- Experience in and knowledge of large, urban emergency departments and inpatient departments; experience and knowledge of healthcare safety net system; social work background is preferred.
- Prior experience in community health outreach or similar positions within a health care setting is preferred.
- Prior experience with uninsured and Medicaid populations is preferred.
- Bachelor's degree is preferred. Masters of Social Work, Public Health, or related degree is preferred. However, Associates Degree with a minimum of 5 years of related experience will be considered.

Competencies:

Incorporates basic competencies into all aspects of the position, including:

- *Organizational commitment:* aligns own behavior with the needs, priorities and values of the organization.
- *Service orientation:* has a genuine desire to help others, especially those in need. Derives satisfaction from serving others while remaining attentive to one's own wellness. Understands people's needs and overcomes obstacles in serving them.
- *Learning orientation:* values and seeks opportunities to learn. Collects and uses information relevant to work-based problems.
- *Attitude toward change:* adapts to and works effectively with a variety of situations, individuals, groups and systems.
- *Personal effectiveness:* takes initiative to do more than the minimum requirements of the job. Expresses self-confidence in stating opinions and when called upon to make decisions.



- *Achievement motivation*: sets challenging objectives and works to continually improve personal performance.
- *Interpersonal and team performance*: builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- *Values diversity and equity*: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- *Quality focus*: minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information. Actively explores ways to improve quality of output.
- *Problem-solving effectiveness*: uses data and analytical thinking to identify problems and develop solutions.
- *Task accomplishment*: acts resourcefully to ensure that work is accomplished within specified time and quality parameters. Is able to focus effectively on more than one task or project at a time.
- *Proven track record and requisite skill set*: has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN. The skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- *Leadership*: Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

Primary Responsibilities:

- Responsible for the implementation of the goals and objectives set forth and adopted by the IHN.
- Executes the day-to-day implementation of the IHN's Community Referral Coordinator program, as outlined in the CRC Manual. Duties include but are not limited to: daily patient encounters to provide navigation and education; systems coordination; and regular data entry.
- Provides timely and relevant reports to CRC Manager regarding the status of the goals and objectives established by the IHN. Participates in regular supervision. Participates in and presents at hospital or partner meetings.
- Assists in developing and maintaining an objective, reliable and consistent database of information on program metrics and outcomes, as managed by the Director of Evaluation, Quality & Learning.
- Performs other duties as assigned.



Reporting Relationships:

The Community Referral Coordinator reports to their assigned Community Referral Coordinator Manager and in coordination with the Director of Care Transitions Initiative.

Additional Information:

The Community Referral Coordinator role is a, full-time, 40 hour per week, non-exempt position. Employee will be eligible for full benefits including medical/dental insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program and period review for incentive pay based on organizational and personal achievement.

Work Environment:

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employee may be required to travel. Travel is primarily local during the business day, although some out-of-the area travel may be expected. The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and distance vision.

Salary Range: \$50,000

Application Instructions: Please send cover letter, resume, and reference list to HR@stlouisihn.org with the Subject: CRC Position – Memorial Hospital ED