Vacancy Announcement
Health & Human Services - Wellness

JOB TITLE: Care Coordinator (Full-Time/Regular) PAY RATE: $DOE

OPENING DATE: April 28, 2020 CLOSING DATE: Open Until Filled

POSITION PURPOSE
Under general direction of the Health & Wellness Director, responsible for coordinating safe transportation services to participants in a timely, competent manner and communicating important information relevant to overall care plan to the multidisciplinary team. Provides independent assessments, patient case management, and referrals for effective care in health management and mental health care. Maintains confidentiality of all privileged information.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES
1. Collaborates with internal and external partners and other resources to conduct workshops in areas such as basic diabetes education, nutrition, and exercise to improve overall health outcomes.
2. Reviews, tracks, and coordinates all transportation referrals from internal and external programs.
3. Provides direct supervision to the Drivers and additional staff as identified.
4. Communicates with Drivers to establish a schedule for picking up and dropping off patients in a timely manner.
5. Reduces gaps and delays in care by ensuring patients complete appointments. Proactively works to resolve patient-identified barriers to care, makes reminder calls, schedules appointments, arranges transportation, contacts patients following missed appointments, etc.
6. Ensures that patients receive timely and culturally sensitive support services and interventions that care is coordinated with patients and across health care providers, settings, conditions, community services and caregivers.
7. Contributes to programmatic support activities, including reporting, quality improvement initiatives, outreach to eligible participants and creation of programmatic materials.
8. Assists in developing new programs and revising current programs as indicated by program evaluation and demographic changes.
9. Conducts workshops, training sessions, and community events to educate the community in various health related conditions.
10. Acts as a liaison between the Pueblo of Acoma and the ACLSU, health care professionals, community organizations and schools, Albuquerque Area Diabetes program, and the State of New Mexico Diabetes Advisory Committee.
11. Promotes health care in case management strategies by implementing a computerized management system.
12. Develops creative program materials, including promotional information.
13. Assist Health Educator as needed
14. Understand the stages of change in relation to behavior modification programming.
15. Integrate wellness/fitness program initiatives into culture and organizational mission.
16. Serves in an advocacy role; encouraging active involvement of patient and family in their care.
17. Provides individualized patient and family education consistent with patient’s learning style, readiness to learn and self-care needs.
18. Assists with transportation as needed.
19. Update professional and technical knowledge by conducting research; attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks; participating in professional organizations; conferring with representatives of contracting agencies and related organizations.
20. Contributes to a team effort and accomplishes related results as required.
21. Performs other duties as required.

MINIMUM QUALIFICATIONS
**Experience:**
- Three years’ experience in health education, care coordination, case management or community health worker

**Education:**
- Associate Degree in a health-related field
- Certified in CPR and First Aid within three months of employment
- Certified Medical Assistant

**Other:**
- Associate Degree in a health-related field
- Certified Medical Assistant

**Mandatory Knowledge, Skills, Abilities and Other Qualifications:**
- A record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers
- Knowledge of Pueblo’s traditional form of government, culture, and traditions
- Knowledge of the functions and structure of the pueblo of Acoma
- Knowledge of applicable federal, state, county, and local laws, regulations, and requirements
- Knowledge of diabetes prevention programs and diabetes health care principals, practices, and procedures
- Knowledge of health promotion and disease/injury prevention concepts and practices including physical fitness programming, wellness classes, and self-care
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint)
- Skill in making effective decisions in emergency situations
- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations
- Skill in preparing reports and correspondence
- Ability to communicate effectively in the English language, and preferably in the Keres language, both verbally and in writing
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels
- Ability to work effectively with individuals and demonstrate leadership and team-building skills with empathy and enthusiasm
- Ability to demonstrate moral character, honesty, tact, fairness, lack of prejudice and desire to help when dealing with people
- Ability to maintain confidentiality
- Ability to analyze situations and adopt appropriate courses of action
- Ability to work independently and meet strict time lines
- Ability to make solid decisions and exercise independent judgment
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to demonstrate excellence in everything, and continually seek improvement in results
- Ability to be innovative, creative, and flexible
- Ability to interpret applicable federal, state, county, and local laws, regulations, requirements, ordinances, and legislation
- Ability to perform other duties as assigned

**PREFERRED QUALIFICATIONS**
- Registered Nurse with a Bachelor of Science degree in Nursing or Social Work
- Keres speaking
- Community Health Worker or Comprehensive Community Support Worker Certification

**INDIAN PREFERENCE**
The Pueblo of Acoma has implemented an Indian Preference Policy. It is the policy of the Pueblo of Acoma to give preference to any qualified person who is an enrolled member of a federally recognized Tribe.

The application of Indian Preference is not automatic. Applicants requesting consideration for Indian Preference must provide valid Tribal enrollment documents certifying his/her Indian blood quantum.

Aside from employment preference as provided in this section, the Pueblo of Acoma shall not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability or political affiliation.

### OTHER

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<th>Confidentiality:</th>
<th>All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination. An employee will be asked to sign a confidentiality statement upon hire.</th>
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<td>Background investigation:</td>
<td>This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.” Candidates must be able to successfully pass all required background checks to qualify for this position.</td>
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<td>Health Requirement:</td>
<td>None.</td>
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<td>Driver Check:</td>
<td>All applicants must possess a current valid Driver’s License and must be insurable through Tribal Automotive Insurance Carrier to qualify for position.</td>
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<td>Drug screening:</td>
<td>All applicants must successfully pass a pre-employment drug screening prior to beginning employment and may be subject to random drug testing.</td>
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To apply, applications are available in the Acoma Human Resource (HR) Office or on-line at [www.puebloofacoma.org](http://www.puebloofacoma.org). All applications must be submitted to the Acoma HR Office for consideration by the closing date of the announcement. All applicants will be given consideration; however, not all applicants will necessarily be contacted or interviewed.

**VA0432020**  
Pueblo of Acoma is a Drug Free Workplace.