



HEART OF OHIO
FAMILY HEALTH

Heart of Ohio Family Health Centers
Job Description
Lead Case Worker

Summary: This position supports the Organization in the following manner:

- Functions as a liaison between patients and health care providers or agencies in assisting, organizing, coordinating, and providing optimal health care service
- Participates in the training of new casework staff

Reports to: Site Manager

Supervises: N/A

Dress Requirement: business casual

Work Schedule:

Monday through Friday during standard business hours

Times are subject to change due to business necessity

Exempt **Non-Exempt**

Job Duties, these are considered essential to the successful performance of this position:

- ✓ Collects and evaluates information about a patient in regard to opportunities to assist in achieving patient/family need, continuity of care and realistic outcomes
- ✓ Refers and coordinates appropriate processes as assigned
- ✓ Researches, documents and informs co-workers and patients about the available health resources at the local, state and federal levels
- ✓ Schedules appointments for health services for a non-English speaking person
- ✓ Accurately, clearly and efficiently documents actions taken and activities performed
- ✓ Provides continuity of care to each patient and their family members
- ✓ Coordinate between offices to train and fill in as needed
- ✓ Other duties as assigned

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ Preferred associate degree or higher in the human services field or equivalent
- ✓ Willingness to work with all cultural and socioeconomic groups without judgment or bias

- ✓ Demonstrates ability to cooperatively work/mediate with all age groups and family groups
 - ✓ Compliance with the HIPAA law and regulation; ability to confidentially retain information, passing only necessary information to those needed to perform their duty
 - ✓ Ability to work with minimal supervision and exercise sound independent judgment
 - ✓ Excellent familiarity and application with medical terminology
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