

Lutheran Services Carolinas

Job Description

Job Title: TBI Integrated Care Coordinator

Supervisor (title): Executive Director

Department: Child and Family

Approved by:

Date: 9/30/22

Position Purpose/Summary:

The TBI Integrated Care Coordinator, under the direction of the Executive Director, is responsible for establishing sustainable collaborative relationships and processes between Lutheran Services Carolinas' Traumatic Brain Injury programs and medical health service providers.

Essential Functions: The TBI Integrated Care Coordinator, in accordance with state standards and regulations, corporate and facility philosophies, objectives and policies, effectively:

1. Maintains confidentiality of clients, families, and company-related information.
2. Maintains positive relationships with clients, families, coworkers, and TBI healthcare providers.
3. Implements presentation plans and communication events with healthcare providers.
4. Develops and maintains a detailed database of efforts and progress made and plan toward establishing functional relationships with TBI healthcare providers.
5. Establishes formal relationships and operating agreements between Lutheran Services Carolinas and healthcare providers that serve TBI survivors.
6. Assesses and identifies current client-specific and aggregate data elements to be made available to TBI healthcare providers.
7. Assesses and identifies current data-sharing capabilities.
8. Develops procedural plans for data collection and sharing processes with Behavioral Specialist.
9. Coordinates implementation of available data sharing methods and procedures between Lutheran Services Carolinas and TBI healthcare providers.
10. Identifies and reports needed and recommended infrastructure to automate data sharing with TBI healthcare providers.
11. Identifies and recommends adaptive technologies and hardware for clients that will support the goals of increased independence and improved data sharing.
12. Monitors client treatment and behavioral plans for integration and implementation of healthcare recommendations.
13. Assesses compliance with and effectiveness of program processes for the internal implementation of healthcare recommendations.
14. Recommends changes and improvements to internal processes to improve integrated care goals.
15. Develops and establishes internal processes that routinely notify all relevant parties when significant health changes occur, positive or negative.
16. Provides in-service training to staff on best practices for data collection and sharing.

17. Establishes orientation plan for all new employees related to integrated care.
18. Reflects LSC's mission, vision, values, and customer service standards in daily interactions.
19. Performs other duties as assigned by the Executive Director and/or Business Developer.

Supervisory Responsibilities, if any:

N/A

Qualifications (Minimum Job Requirements):

Education: R.N. license; currently licensed to practice in the state of North Carolina.

Experience: Minimum 2 years' experience in medical and behavioral healthcare; proficient in Microsoft Office products.

Specific skills/abilities:

1. Strong professionalism, communication, and people skills.
2. Knowledge and understanding of the physical and emotional aspects of traumatic brain injury, and related treatments, medications, and rehabilitative measures.
3. Current NC Driver's License and reliable vehicle for work-related travel.

Specialized knowledge, licenses, etc.: Knowledge of Traumatic Brain Injury; Experience and familiarity with databases.

Preferences (Optional):

1. Prior experience working with adult survivors of traumatic brain injury.
2. Prior experience in behavioral services setting.

Working Conditions/Physical Requirements:

1. Ability to travel independently within region

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes the employee's understanding of the requirements, essential functions, and duties of the position.