

Personal Health Coordinator



Position Description

Status

Full-Time, Nonexempt

Reports to

Personal Health Manager

Compensation

B25

Supervises

None

Bargaining Unit

N/A

Position Category

Coordinator

Summary

Serves as a coordinator of the personal health programs and acts as an informed resource to other team members. Organizes clinics, workflows and processes of the personal health division to ensure efficiency and compliance with both state and federal mandates, statues, rules, regulations and requirements. Assists in ensuring that program services, policies and procedures are up to date and meet all mandates and regulations. Supports the Personal Health Manager in developing policies, procedures, forms and software upgrades for all personal health programs.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position acts as a coach and mentor for other positions in the department.

1. Performs assessments of clinical tools and educational needs for clients of the programs and team members to determine risk. Plans and coordinates intervention and referral based on findings in collaboration with the Personal Health team.
2. Assesses and delegates work assignments to staff, determine workload balance and manage resource allocation. Train, onboard and support the Personal Health team and provide feedback to leadership regarding competencies and concerns.
3. Develops and modifies policies and procedures for the Personal Health division in compliance with Michigan Accreditation Minimum Program Requirements (MPR's).
4. Conducts quality improvement activities and quality assurance audits of documentation in charts, manuals, policies and procedures to ensure compliance with federal and state rules and regulations, MPR's and customer service expectations for the program area.
5. Investigates, monitors and evaluates risk of communicable disease through supplemental information requests, follow-up phone calls, case investigation and contact tracing.
6. Coordinates and reviews the implementation, evaluation and revision of work plans, strategic plans, project scoping and activity schedules that meet program requirements.
7. Assists the team with complaints and inquiries and provide escalations to leadership.

8. Coordinates communication with internal and external stakeholders through the creation of reports, updates and meetings.
9. Works with various state and local agencies to jointly resolve public health problems.
10. Acts as the liaison of the grants directly related to the various programs and submit financial reports as directed.
11. Coordinates site visits, outreach activities and efforts through collaboration with a variety of stakeholders, outside entities and resources.
12. Documents all interactions in the Electronic Health Record (EHR) and database platforms. Maintain the EHR software database for the Personal Health team.
13. Coordinates and assists with Health Department clinical services to ensure coverage and optimal workflow.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Technology
- Organization
- The 10 Essential Public Health Services
- Public Health Core Competencies
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment and frequently travels throughout the county to schools and other locations. Travel throughout the county may take place in all kinds of weather condition. Indoor locations of work, may often be under very disruptive working conditions. This role routinely uses standard office equipment such as computers, scanners, fax, phones, photocopiers, filing cabinets and the hearing and vision equipment. These employees may be exposed to clients with communicable or other types of illnesses.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about

the work environment and operate a computer. The ability to squat, stoop, crawl, reach overhead, lift, push and pull are all required.

Travel

Travel is required to access County buildings employees, and other community meetings

Required Education and Experience

1. Bachelor’s degree in Nursing, Social Work or clinical-related field preferred. Bachelor’s degree in Public Health, Health Education or Science will be considered. A combination of education and experience may be considered in lieu of degree.
2. Five (5) years of customer service experience.
3. Three (3) years of clinical coordination, office management or program management experience.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

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

Employee _____ Date _____