

JOB OVERVIEW	
<b>JOB TITLE</b>	Care Coordinator ILGR FLIPA
<b>DEPARTMENT</b>	Health Homes Administration (HHA)
<b>LOCATION</b>	Batavia, NY
<b>DIRECT SUPERVISOR</b>	Health Homes, Director

### GENERAL JOB DESCRIPTION

The Social Care Navigator plays a critical role in identifying and addressing Health-Related Social Needs (HRSNs) among Medicaid members. Meet one-to-one with consumers to provide enhanced services for the 1115 Medicaid waiver eligibility, assisting with housing, transportation service and more. Provide care management, eligibility assessment, and navigation to community resources.

### SPECIFIC DUTIES & RESPONSIBILITIES

1. Conduct eligibility assessments for enhanced Health Related Social Needs services.
2. Verify Medicaid enrollment and eligibility using MEVS/ePACES.
3. Coordinate referrals to Health-Related Social Needs service providers and manage Closed Loop Referrals.
4. Develop and maintain Social Care Plans tailored to member needs.
5. Monitor service delivery and member satisfaction.
6. Re-authorize services as needed and document major life events.
7. Ensure billable notes have been entered into the electronic health record system within 48 hours of contact.
8. Attend Agency's in-service training and staff meetings, as well as any other Agency-related activities as required.
9. Participate in maintaining a neat, clean and safe work environment.
10. Perform other job-related duties as assigned by the supervisor.

### EDUCATION & TRAINING

High school diploma or equivalent required

- Professional and life-experience may be considered in lieu of, in full or part of academic credentials.

### KNOWLEDGE & EXPERIENCE (if required)

- Experience in care coordination, community health, or social services preferred
- Previous experience working with people with disabilities preferred

Must have at least (1) one year of experience or demonstrated ability in care coordination, community outreach, navigation, or working with vulnerable populations

## SKILLS & ABILITIES

- Ability to work with diverse populations and maintain confidentiality
- Proficiency in using electronic platforms and documentation systems
- Bilingual or multilingual skills are highly desirable
- Strong interpersonal, organizational, and communication skills
- Must have an intermediate level of knowledge of computers, including the use of Excel spreadsheets, databases, word processing and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

## WORKING CONDITIONS

WORK ENVIRONMENT	Office/Community
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, professional staff Salary: \$48,000 to \$50,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program
OTHER	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free agency.

## JOB POSTING

Closing Date: March 6, 2026

Cover Letter and Resume Required to:

Human Resources Dept.  
WNY Independent Living, Inc.  
3108 Main St.  
Buffalo, N.Y. 14214  
[employment@wnyil.org](mailto:employment@wnyil.org)