JOB OVERVIEW	
JOB TITLE	Health Homes Care Coordinator
DEPARTMENT	Health Homes Administration (HHA)
LOCATION	Batavia, NY
DIRECT SUPERVISOR	Director, HHA

GENERAL JOB DESCRIPTION

To coordinate services with the Health Homes for the purpose of decreasing high risk medical and/or behavioral health costs for individuals being serviced in this Health Home.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Provide services on a regular basis to individuals referred.
2. Coordinate Western New York Independent Living, Inc (WNYIL), staff to meet established benchmarks in required amount of time, set by the Health Homes, for individuals being served.
3. Maintain, encourage and identify, individuals being served by WNYIL, Inc. in a Health Home, need for attendance at medical appointments, including appointments upon discharge from a hospital.
4. Ensure WNYIL, Inc. staff follow-through on decreasing or eliminating barriers that individuals may face in keeping appointments through coordination with WNYIL, Inc., direct service staff.
5. Coordinate WNYIL, Inc. direct service staff to collaborate with the individuals' community and family support to meet identified social needs.
6. Coordinate with WNYIL, Inc., direct service staff to follow through with Quality Assessments and Improvements at each visit.
7. Coordinate WNYIL, Inc., direct service staff to develop and implement Person Centered Plans that involve the individuals' social support with family and friends as well as other identified community supports.
8. Enter all required data into all required program reporting databases (including but not limited to, Care Plans, referrals, progress notes and assessments).
9. Make contact with all individuals at least monthly.
10. Verify Medicaid eligibility for assigned caseload monthly.
11. Track Medicaid recertification dates and assist individuals with recertification, if necessary.
12. Assist individuals with change of provider/vendor, if necessary.
13. Finalize documents in all required program reporting databases.
14. Accurately document consumer services and required paperwork in WNYIL's Service Performance Record (SPR) database, as well as the Electronic Consumer Record (ECR), within two (2) working days of the date of service.

15. Attend Agency's in-service training and staff meetings as well as any other agency-related activities as required.
16. Participate in maintaining a neat, clean, and safe work environment.
17. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

- Must possess a Bachelor's degree in one of the following areas: Child & Family Studies, Community Mental Health, Counseling, Education, Nursing, Occupational Therapy, Psychology, Recreation, Recreation Therapy, Rehabilitation, Social Work, Sociology or Speech and hearing.

OR

NYS licensure and current registration as a Registered Nurse AND a bachelor's degree

OR

Bachelor's level education or higher in any field with five (5) years' experience working directly with persons with behavioral health diagnosis OR a CASAC.

- Must have a Master's degree in one of the fields listed above, with one (1) year experience

OR

Bachelor's degree identified above with two (2) years' experience in the following: either providing direct services to persons diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse

OR

Linking persons who have been diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse to a broad range of services essential to successfully living in a community setting.

SKILLS & ABILITIES

- Must have intermediate level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Bilingual candidates are encouraged to apply.
- Netsmart/Medicaid Analytics Performance Portal (MAPP) database experience preferred.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORK ENVIRONMENT

PHYSICAL DEMANDS OF THE JOB	Office/ Community
HOURS / SHIFTS	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
CLASSIFICATION	37.5 – 40 hours per week M– F 8:30 am – 5:00 pm. Overtime is rarely required.

BENEFITS	Full-time, salary, non-exempt, Professional staff. Salary: $42,000- $46,000
OTHER	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
JOB POSTING	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.

POSTING INFORMATION

Closing Date: December 1st, 2026

Submit Cover Letter (Required) and Resume to:

Human Resources Department
WNY Independent Living, Inc.
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org