



Fair Haven Community Health Center
374 Grand Avenue
New Haven, Connecticut 06513
(203) 777-7411 · www.fhchc.org

Outstanding healthcare opportunity

We are looking for passionate, caring individuals who are interested improving the health of the Fair Haven community. For over 40 years, FHCHC has been a leader in health care in Connecticut and is focused on providing excellent, affordable primary care to all patients, regardless of insurance status or ability to pay. FHCHC is proud to have a diverse and motivated team of professionals who are constantly seeking ways to enhance and improve the health and well-being of all patients.

Job Description

Job Title: Intensive RN Care Coordinator

Position Type: Full time

Job Purpose: To work with high cost and/or high utilizing ambulatory patients to deliver more patient-centered, high-value care.

Duties and Responsibilities:

- Manage high cost, high utilizing adult patients of Fair Haven Community Health Center.
- Utilizing data from our electronic health record and clinical care teams,
- Work across disciplines with medical, behavioral health and social service teams to manage a small and complex patient panel.
- Coordinate admissions, discharge and transfers for these patients and develop patient and care team focused biopsychosocial care plans for patients and their families.
- Engage in routine forms of care [office visits]
- Alternative engagement strategies will be utilized [phone, electronic, home visit, etc] to routinely engage all patients.
- Improve patient and provider satisfaction with coordinated care, and provide more high value care to patients wherever they are.

Qualifications and Skills:

Knowledge

- BSN or MSN degree
- Experience working with complex patient populations
- Experience developing care plans
- Experience with or willingness to learn motivational interviewing techniques
- Team work and team management experience
- Familiarity with quality improvement and population health
- Desire to have an impact on systems change
- Bilingual
- Epic EHR experience



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Technical Qualifications

- Active Registered Nurse license in the state of CT
- Bilingual in Spanish
- CPR certification
- Ability to work independently with Microsoft Office [Word, Excel]

OSHA Status—Category I Increased Risk Position

Generally works in an office environment with no exposure to bloodborne pathogens

Americans with Disabilities Act Requirements:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

Essential Physical/Mental Demands:

Physical Demands: Requires walking, bending, sitting, standing, writing, reading, telephone use, data input into computer, pulling medical records, Mental Demands: Ability to cope with continual changing priorities under potentially stressful conditions

Manual Dexterity Required: Ability to use a keyboard, telephone