

# CENTRAL VIRGINIA ALLIANCE FOR COMMUNITY LIVING, INC.

## Job Description

**Position:** Health Care Coach  
**Employment Category:** Non-Exempt, Full Time  
**Reports directly to:** Director of Social Service Programs

### Basic Function:

The Health Care Coach will support health and wellness programs by coordinating and implementing components of programming. Components will include health coaching, care coordination, and health and wellness training. The position will provide Care Transitions Intervention, Care Coordination, and support staffing for health and wellness programming to include implementing evidence-based workshops. The program will interact with the health care community and will focus on empowering individuals to address and control health related conditions. The Health Care Coach will support individuals in "Living their Best Life". The position will coordinate with insurance providers, the medical community, hospital discharge professionals and work with individuals from their homes.

### Educational Requirements:

RN preferred.

It is recommended that the Health Care Coach have a minimum of one year of satisfactory experience in the human services field working with the older adults and/or individuals with disabilities.

### Physical Abilities:

- Must be able to sit, stand, crouch, bend and walk frequently
- Must be able to lift up to 40 pounds infrequently, 25 pounds on a regular basis
- Must be able to meet the physical requirements of the job, including making in-home visits and climbing stairs, or accessing other locations that may not be accessible
- Must be able to utilize arms, hands and wrists to perform repetitive tasks
- Must have visual acuity, ability to hear, and be able to communicate verbally and in writing

### Required Abilities:

- Strong organizational & communication skills
- Ability to work positively with people from all socio-economic backgrounds, being tolerant of differences resultant of ethnic, or religious diversity
- Ability to manage time effectively
- Excellent driving background and personal automobile for required travel within the 11<sup>th</sup> Planning District
- Work effectively with older adults and show sensitivity to needs and problems of older adults and individuals with disabilities
- Assess, analyze and advocate for individuals' needs
- Conduct effective interviews, arrange and negotiate service referrals, and identify services within the provider network to meet individuals' needs
- Understand and interpret policies and regulations as related to program services and agency operations.
- Communicate and establish effective interpersonal relationships with clients, co-workers, other professional and technical staff, and other service agencies
- Work as a team member; be flexible and able to work with changing work environments
- Ability to implement evidenced based programming one-on-one and in group setting with individuals from various socio-economic backgrounds
- Ability to work on-on-one with individuals in their home setting
- Ability to assess problems and provide on the spot person centered support to individuals served
- Ability to work and maintain rapport with the medical and insurance providers
- Strong computer and record keeping skills
- Ability to work independently
- Willingness and ability to successfully complete training for necessary evidenced based programming
- Attend trainings and meetings as necessary.

**Initials:** \_\_\_\_\_

- Demonstrate knowledge of:
  - Biological, psychological, and social aspects of aging, the impact of disabilities and illnesses on aging
  - Interviewing and functional assessment principles
  - Advocacy techniques and consumer rights
  - Public benefits eligibility requirements, including knowledge of Medicaid and Medicare
  - General principles of documentation

## **Principal Responsibilities**

### **Care Transitions**

- Work with the CVACL Take Charge Program to support Centra referrals for Care Transitions Intervention (CTI)
- Provide health coaching according to specific CTI models
- Work with Medicaid insurance referrals for CTI, as needed
- Maintain all paperwork and reporting as requested
- Maintain data and provide information as necessary/requested by the Director of Social Service Programs

### **Health and Wellness Programming**

- Support the Director of Community Impact in coordinating and implementing evidence-based health and wellness trainings.  
Trainings include workshops on Chronic Disease Self-Management; Diabetes Self-Management; and Matter of Balance.

### **Care Coordination**

- Provide Care Coordination supports and services for insurance provider referrals and Older Americans Act assessments, when required.
- Work one-on-one with individuals to provide person centered support for assessing and supporting individuals with medical issues or other issues related to care and living independently

### **Case Management**

- Provide backup for Care Managers, when required
- Conduct in home-assessments and reassessments, as needed
- Identify and communicate plans of action

**Any and all activities as assigned by the Director of Social Service Programs and the Executive Director.**

## **Additional Responsibilities**

CVACL conducts many activities that are considered promotional and special events. Those activities are critical to agency existence and can involve a number of varied tasks. **ALL** employees will be expected to be on call during such events, provide assistance as assigned and support the activities. **ALL** staff will share the promotional and special event responsibilities regardless of the employee's regular work schedule or job description. In relation to the promotional and special activities, employees can be asked to make those activities a priority immediately upon the need presenting. Every effort will be made to provide advance coordination.

**I have received, reviewed, discussed and understand the responsibilities, expectations and compensation as stipulated in the Health Care Coach job description and communicated.**

---

Employee Name Printed

---

Employee Signature

---

Date