COMPLEX CARE COORDINATOR (HEALTH)

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class coordinates and monitors health care and support services for clients of the Ulster County Health Department. The work involves assessing client needs, developing and monitoring care plans, providing health education, coordinating referrals and connecting clients with appropriate health and community resources. The work is performed under the general supervision of a Supervising Public Health Nurse. Referrals are received from physicians, family members, hospitals, the patients or other community agencies. Within each assignment, leeway is allowed for the exercise of independent judgment in technical details. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents may perform some or all of the following, as well as other related activities not described.

Provides health education and information regarding available health and community services to patients and facilitates appropriate referrals;

Prepares, periodically updates and monitors implementation of the care plan;

Provides guidance, instruction and education regarding health management, available services and strategies for accessing appropriate care and community resources to patients and their families so they may be better able to care for themselves;

Establishes liaison and coordinates care with other health and community agencies;

Enlists all community resources that would be helpful to patients and make the appropriate contacts and referrals;

Attends conferences where the health status and needs of patients are discussed with representatives of other disciplines and with other service professionals;

Participates in epidemiological investigations and other studies and surveys as needed;

Addresses groups and teaches classes regarding public health matters and available health resources;

Compiles and uses records, reports and statistical information for evaluation and planning of the assigned program;

Prepares written reports and correspondence.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community resources available to patients and of the administrative organization of community facilities; working knowledge of the current principles, practices and techniques of public health and health care coordination; ability to plan and coordinate health care and support services for individuals, families and groups; ability to establish and maintain cooperative working relationships and function effectively as a member of a treatment team; ability to accept and utilize professional guidance and to follow oral and written directions; ability to prepare reports and correspondence; ability to keep clear and accurate records; ability to communicate effectively; sound professional judgment; accuracy.

MINIMUM QUALIFICATIONS: E i t h e r :

A. Associate Degree in Nursing Possession of a license, and current registration, issued by the State of New York to practice as a Registered Professional Nurse; and one (1) year of experience in healthcare settings **OR**

B. Possession of Bachelor's Degree in Health Sciences, Social Work, Public Health, or closely related health or human services field and one (1) year of full-time paid or its part-time equivalent experience in health care or public health; **OR**

C. Possession of an Associate's Degree in Health Science, Social Work, Public Health, or closely related health or human services field and three (3) years of full-time paid or its part-time equivalent experience in health care or public health.

ULSTER COUNTY Adopted: October 13, 2026
1533 CC CD H
Classification: Competitive
Grade: 17
Union: CSEA