



JOB DESCRIPTION

Recuperative Care Coordinator

EXEMPT: No

HOURLY RATE: \$21/hr

HOURS: Sat&Sun 10am-630pm & Mon 10am-2pm (20hrs) **DEPARTMENT:** Recuperative Care

LOCATION: 900 Hopper Street Petaluma, CA

REPORTS TO: Shelter Services Manager

The **Mission** of COTS is to assist people to transition from homelessness to a permanent home. Our **Vision** is to end homelessness in Sonoma County.

The Recuperative Care Coordinator is highly motivated, dynamic and passionate about assisting clients who are homeless and in a recuperative care setting. This detail-oriented position must coordinate effectively with hospitals and healthcare providers to facilitate the intake and discharge of clients, while also working to ensure this highly vulnerable client population can recover and transition into permanent housing.

ESSENTIAL DUTIES

- Assists in the assessment and interpretation of client medical and social information and needs.
- Coordinates appropriate services for clients, including acceptance or exclusion from the medical respite level of care and articulates recommendations for alternative levels of care.
- Successfully coordinates with healthcare facilities to ensure timely acceptance of appropriate client referrals.
- Effectively manages client flow, both into and out of medical respite beds, to ensure adherence with program targets.
- Accurately collects information relevant to clients' condition, assures proper triage and disposition based upon each client's level of ability.
- Maintains the dignity, confidentiality and privacy of the client.
- Assists in the creation of client care plans; including care partner recommendations and responsibilities and coordination with Shelter Case Managers and other support services.
- Completes detailed care reports and shift notes.
- Effectively collaborates with other team members to maintain adequate stock of medications and other supplies.
- Oversees client meals and ensures meal delivery, and coordination of special dietary needs with on-site kitchen staff.
- Manages conflict or difficult situations constructively and seeks appropriate assistance.
- Regularly seeks to update and maintain current level of knowledge relative to professional practice.
- Adheres to and complies with state and federal regulations, as well as accreditation standards.

- Participates in in-service trainings and education programs; assists with quality improvement programs as requested.
- Monitor recuperative care area, ensuring safety, security, cleanliness, general maintenance, and property regulation compliance.
- Stocks and maintains materials for recuperative care restrooms and supply area.
- Conducts health and safety inspections of clients' personal space.
- Maintains accurate inventories of first-aid and client-designated supplies and manages distribution.
- Assists in managing emergency responses, such as; alarms, facility evacuation, and medical situations.
- Other duties as assigned.

QUALIFICATIONS

- Previous experience in medical admissions and discharge highly desirable.
- Some medical knowledge and effective bedside manner highly desirable.
- Experience recognizing and coordinating response to medical emergencies required.
- Experience working with individuals who are homeless and other marginalized populations in crisis is required.
- High level of organization and strong time management skills.
- Strong written and verbal communication skills.
- Bilingual in English and Spanish highly desirable.
- Ability to work effectively with people of diverse cultures, ages, economic backgrounds and abilities in a culturally competent and sensitive manner.
- Ability to establish and maintain cooperative working relationships.

EDUCATION

At least two years related experience. Medical Assistant background preferred.

LANGUAGE, MATH & REASONING SKILLS

Ability to apply concepts such as adding and subtracting. Ability to write basic correspondence. Must possess good listening skills and the ability to interpret a variety of instructions furnished in written, oral, and database form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, walk, talk, hear, use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stoop, kneel or crouch. The employee is occasionally required to climb or balance. The employee must occasionally lift and/or move up to 100 pounds. Required vision abilities include close, distance and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential

functions. The noise level in the work environment is usually moderate, but sometimes may be loud. Temperatures are usually moderate but could be warm or cold.

COTS is a drug and alcohol-free work environment AND an Equal Opportunity Employer.

IMPORTANT NOTE:

Providing both shelter assistance in any form as well as employment, creates a conflict of interest and prevents team members from following through with their job tasks. COTS will not hire shelter residents or those currently participating in any COTS' assistance programs for regular employment opportunities.

APPLY with resume directly to chiggins@cots.org.