

Job Description: Pediatric Care Coordinator

POSITION SUMMARY

The Pediatric Care Coordinator is responsible for linking pediatric clients to medical, behavioral, and social services in a preventative and comprehensive manner. This role serves as the liaison between the client and the community, and will help dissolve the silos between the medical and behavioral health (BH) departments within the health centers. This role will support young clients and their families with the basic medical and social needs to lead healthy lives and to minimize their risks for entering the criminal justice system.

ESSENTIAL POSITION FUNCTIONS

- Coordinate behavioral health (BH) and developmental needs for pediatric clients, with a focus on preventative and comprehensive care
- Support the navigation of wrap-around preventative services for clients and families including enrollment in Medi-Cal, CalFresh, housing assistance, eviction prevention, and legal aid
- Assist with implementing universal BH and trauma screenings for pediatric populations, with the goal of early intervention for at-risk clients
- Link clients who have experienced adverse childhood experiences (ACEs) to appropriate follow-up resources both within the health centers and throughout the Alameda County
- Encourage partnership between external entities such as schools, ACBH contracted services, California Children's Services (CCS), and the Regional Center of the East Bay
- Actively participate in ongoing trainings and workshops that promote continuing professional growth and increase knowledge base around pediatric healthcare service
- Communicate well with clients, document clearly in the medical record and interface with medical providers to advocate for the client and their family
- Support a positive work environment and foster teamwork

MINIMUM QUALIFICATIONS

Essential Requirements

- Competent leadership and administrative skills.
- Flexibility and creativity – this is a pilot program and will be an iterative and evolving process.
- Excellent communication, organizational and time management skills with the ability to work individually and as a team.
- Proficiency in computer operations, navigational skills and comfortable with Internet-based applications.
- Sound decision-making skills including problem solving, critical thinking, and good clinical judgment for clinical and non-clinical issues.
- Ability to work effectively and collaboratively with a variety of customers including clients, family members, health center/office staff, providers, and community-based organizations
- Cultural humility and respectful curiosity, ability to meet clients and families where they are.

CERTIFICATES AND/OR LICENSES

- High school diploma/AA or BA preferred.
- At least three (3) years of progressively responsible work experience in a community-based setting.
- Bilingual highly preferred.