



Community Care Network is looking for a Care Coordinator to join our team!

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through a responsive, innovative and collaborative human service

About the Role:

CCN coordinates care across the spectrum of health services, with an emphasis on person-centered and family-centered treatment goals. Care Coordinators facilitate access to high-quality mental health, substance use, and physical health care, as well as social services, housing, educational systems, and employment opportunities as necessary to facilitate wellness and recovery of the whole person. Care Coordinators also collaborate with other systems to meet the needs of the people they serve, including justice and child welfare organizations.

Care Coordinators assist people receiving services, including the families of children and youth, with external referrals including tracking participation in services to ensure coordination and receipt of supports. The position also assists individuals receiving services to access benefits, including Medicaid, and enroll in programs or supports that may benefit them. This includes in collaborative problem-solving and compassionate, trauma-informed communication.

Responsibilities:

- Provide care coordination to individuals accessing a variety of services with heightened attention at crucial times in the continuum of care.
- Establish rapport and build trusting relationships with individuals and their families to promote engagement in services.
- Conduct structured interviews with adults and adolescents accessing treatment for substance use and/or mental health disorders and facilitate warm hand-offs to clinical teams.
- Administer standardized assessments tools and enter responses into data systems.
- Facilitate access to a variety of internal and external services, including mental health, substance use, primary care, and other community services.
- Monitor individuals' progress, adjust treatment plans as needed, and conduct follow-up to ensure continuity of care.
- Ensure data collection, management, tracking, and reporting as needed.
- Develop close working relationships with multidisciplinary teams, including therapists, psychiatrists, and community organizations, to ensure holistic care for clients.

- Maintain accurate and timely documentation of client interactions, assessments, treatment plans, and progress in accordance with agency policies and regulatory requirements.
- Work with healthcare data and electronic health records where confidentiality is paramount.
- Act as an advocate for individuals served, helping navigate systems and access necessary resources to support their recovery journey.
- Obtain and maintain State of Vermont Insurance Assister Certification through Vermont Health Connect to support clients and families in accessing, understanding, and navigating health insurance coverage and related benefits.
- Assist clients and families in determining eligibility for internal programs, community resources, and external benefit programs, and provide support throughout the application and enrollment process as appropriate.
- Perform duties within Agency standards of professional conduct; provide and accept constructive feedback.
- Attend supervision and other meetings as directed.
- Perform other duties as assigned.

Qualifications and Competencies:

- Bachelor's degree in related field preferred.
- Experience managing protected health information.
- Experience in mental health or substance use treatment settings, preferably in a care coordination role.
- Ability to receive and convey information to facilitate impactful screenings.
- Strong knowledge of community resources.
- Effective communication skills, both written and verbal.
- Excellent interpersonal and organizational skills.
- Proficiency with computers, Microsoft Office products, and electronic health records systems.
- Flexibility, dependability, and ability to work independently.
- Must have a valid driver's license, reliable transportation with personal automobile liability insurance coverage at or above the levels mandated by the State of Vermont.
- *Successful completion of a criminal history background check after hire.

Benefits:

- Competitive pay \$22.84 - \$23.32/hour (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
 - o 401(k)
 - o 401(k) matching
 - o Dental insurance
 - o Employee assistance program
 - o Flexible schedule

- o Flexible spending account
 - o Health insurance
 - o Health savings account
 - o Life insurance
 - o Paid time off
 - o Professional development assistance
 - o Retirement plan
 - o Tuition reimbursement
 - o Vision insurance
- Career Training and Development
- Collaborative and engaging team meetings with supervision

Our work is guided by our Core Values of Trust, Accountability, Respect, Cultural Competence, Person Centered Care, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.