

House of Mercy, Inc.

Bridge Program Coordinator Job Description

Position: Reports directly to the Director of Nursing

Position Summary: The individual must support the goals, philosophy, and values of the Sisters of Mercy of the Americas and House of Mercy. The **Bridge Program Coordinator** oversees the nursing and housing case management for the House of Mercy Residential Care Program and serves the community through the Bridge Program. This nurse coordinates care needs across the healthcare and housing continuum. Ensures residents and clients receive the most efficient and effective care for their conditions, and develops plans for improved outcomes in HIV care and treatment, housing, and social/emotional/spiritual support. The focus of this role is on understanding the systems of health and social service care, communicating with health and social services providers, and ensuring that residents and clients receive services and treatments in a timely way. This position also serves as a back up to the Director of Nursing as needed, rotating with the Director of Nursing on call for clinical matters.

Above all the **Bridge Program Coordinator** must:

1. Be committed to the philosophies and values of the Sisters of Mercy and House of Mercy, Inc.
2. Be familiar with HIV, culturally competent, and experienced working with teams and serving populations facing complex social, medical, and familial issues.
3. Maintain professional standards of confidentiality within and outside of House of Mercy, Inc.
4. Work independently and make independent decisions aligned with best practices and established or regulatory procedures; make recommendations to the Director of Nursing.
5. Be a team player, committed to clear and kind communication, with a willingness to do whatever needs to be done in order to ensure that the individuals served by House of Mercy find hope, healing, and a home.

Areas of Responsibility:

The Bridge Program Coordinator will:

- Develop, with residents and community clients, goals and plans for improved outcomes, focused on health, well-being, and housing. Coordinate these plans with clients, physicians, and social service providers to ensure holistic care that meets the personal, physical, psychosocial, and spiritual needs of each individual. Focus on maximizing capacity, independence, and choices for each resident.
- Facilitate and lead complex entry and discharge planning for both the residence and community Bridge program. Determine client eligibility for and facilitate access to the COVID-19 emergency assistance fund.
- Collaborate with House of Mercy clinical care and administrative staff teams, and externally with multiple community partners to achieve resident and client goals.
- Monitor and report on resident and client interactions and on progress related to program outputs and outcomes. Communicate and document assessments, plans, and interventions and time spent on cases.

Essential Duties:**1. Case management, assessment, and planning:**

- For current House of Mercy residents, develop plans with individual residents considering their HIV and other major health concern management and treatment, social, emotional, housing, and employment goals. Provide case management over medical appointments and medications. Work with residents and community partners to find housing options and to plan for discharge in a way that empowers and sets residents up for long-term success at managing both their medical conditions and housing needs.
- For community clients, assess the acute needs of the clients. Provide either emergency assistance or housing resource information as appropriate based on demonstrated need. Develop plans with clients to achieve goals and establish self-sufficiency in the areas of current need.
- Together with the Clinical Care team, including the Coordinator of Activities and Volunteers, ensure that residents' plans of care include a holistic approach to activities that can meet their stated goals and desired outcomes. Focus on meeting long-term housing needs for residents.
- Continuously assess progress toward discharge plans for community and residential care program clients. Include input from the entire clinical staff team, and from the clients themselves, and from appropriate decision makers (i.e. family members) to modify and celebrate progress toward desired outcomes.

2. Clinical Team RN Support:

- Provide back-up support to the Director of Nursing internally and externally with health care providers and social services as directed.
- Provides, when delegated by the Director of Nursing, supervision and capacity building for staff, including CNAs and the Activity Director.
- Participates in the planning and leadership of team meetings for clinical staff.
- Rotate clinical on-call duties with the Director of Nursing, serving as a resource to the 24/7 CNA team.
- Serve as a liaison/point of contact between House of Mercy and the client/family for education, counseling, and general communication and coordination of care.
- Develops and maintains positive relationships with House of Mercy staff from all departments. Facilitates good communication between team members, mentoring and providing feedback when appropriate and receiving input and feedback from others.

3. Community partnerships:

- Develops and maintains positive relationships with health care providers and social service agencies throughout the greater Charlotte region.
- Attends, as assigned by the Director of Nursing and/or CEO, meetings as a representative of House of Mercy and its' programs.
- Recommend to the Director of Nursing, when needed, modifications to existing agreements with partners or establishment of new agreements aligned to House of Mercy's mission. These agreements are designed to meet the needs of House of Mercy's residents and clients.
- Communicate clearly about the House of Mercy's services to potential clients, residents, and partners.
- Ensures appropriate documentation and reporting as required for various funding programs.

4. May perform other duties as required. Duties in our small organization include a bit of everything. It is essential that the Bridge Program Coordinator adopt a servant-leadership approach.

Job Relationships:

Responsible to: Director of Nursing, House of Mercy

Employees Supervised: May directly supervise a program intern

When on call or as delegated by the Director of Nursing CNAs/Med Techs, Coordinator of Activities & Volunteers

Interrelationships: Administrative Staff, Residents, Board Members, Volunteers, Interns

Physical Demands and Working Conditions:

Must continuously have use of both hands and all fingers, speak clearly, hear, see close- up at less than 20", and at a distance of more than 20 feet. Requires frequent standing, sitting, walking, and driving of automobile. Requires occasional long or irregular hours worked, including after hours and weekend administrative call. Requires inside work with occasional exposure to intermittent noise and other general office conditions.

Knowledge, Skills, and Abilities:

- Knowledge of nursing techniques and nursing assessment skills. Knowledge and understanding of management, policies and procedures for hospice, home health care, and/or adult care homes.
- Ability to interact with residents, family members, and their loved ones in varying psychosocial and socioeconomic circumstances with compassion and grace.
- Excellent ability to work within a team, and to coordinate and foster multi-disciplinary care.
- Ability to identify key issues and relationships in the case management.
- Current SOAR certification or the ability and willingness to obtain SOAR certification
- Assimilating and applying new job-related information in a timely manner.
- Principles of client-centered, trauma-informed, and culturally competent care.
- Excellent interpersonal and communication skills (both written and verbal).
- Strong problem-solving skills and critical thinking.
- Well-organized, self-directed and able to manage time.
- Ability to deal with a variety of variables and expectations under only limited standardization. Able to interpret various instructions.
- Ability to create and manipulate electronic data and spreadsheets, prepare documents and reports, and make presentations.
- Ability to be diplomatic and assertive.

Minimum Qualifications:

Education: Current RN license for the State of North Carolina. BSN or BSN plus graduate degree preferred. Will consider combination of relevant experience plus RN.

Experience: Three years case management experience and one to three years as a clinician. People living with HIV, individuals of color, and others from diverse backgrounds are encouraged to apply.

Skills: The individual should possess strong decision-making skills, leadership, supervision skills, cultural competency, prioritization and delegation skills, management and execution of multiple tasks, maintenance of various confidential records, monitoring and evaluation of programs, use of computers (specifically Microsoft Office Suite, G Suite, eMAR/EHRs), and excellent communication skills.

Approved by: _____ Date: _____

Employee's Signature: _____ Date: _____