

Mission

Established in 1982, Comprehensive Therapy Center's mission is to meet the therapeutic and educational needs of adults and children with disabilities who are at-risk or disadvantaged, through skill building, academic enhancement and social emotional support. We help adults keep or increase their independence. We help children to walk, talk, learn and play.

Equal Opportunity Employer

Comprehensive Therapy Center is committed to equal opportunity for clients, employees, and volunteers without regard to race, color, age, gender identity, socio-economic status, national origin, marital status, religion, sexual orientation, or disability.

Benefits

- Health insurance (80% of employee premiums covered; 60% for dependents); dental and vision plans available with pre-tax payroll deductions
- Retirement match up to 3%, capped at \$500 annually
- Flexible Spending Account (FSA) options for medical and dependent care
- Employer-paid professional liability coverage

Additional Benefits: What sets us apart?

- Paid documentation time in addition to direct service time
- Paid drive time, not just mileage reimbursement
- Generous paid time off (PTO) accrual that increases with years of service
- Support for approved professional dues, licenses, and continuing education
- Extensive opportunities for multidisciplinary collaboration
- Mentorship and supervision, including hours toward licensure
- Mission-centered, neurodiverse workplace

What sets you apart?

Successful candidates have a clear connection to and passion for CTC's mission. We hire new graduates, seasoned retirees, and professionals at the top of their game. We hire people returning to the workforce after raising kids or caring for family members. We aren't looking for the perfect resume. We value the organizational, communication, and problem-solving skills that come from a wide range of life experiences. **If CTC's mission resonates with you, we want to hear from you!**

Care Coordinator

Hourly Wage:	\$18+, Full-Time, Non-Exempt
Schedule:	Flexible Schedule; Routine Office Hours Expected
Reports to:	Operations Lead
Coordinates with:	Director Team, Operations Team, Programs Team, Clinic Team, Caregivers, External Stakeholders
Populations served:	Clients & Caregivers

Job Summary

Coordinates and manages client care, serving as the main point of contact for clients and their support system. Ensures that clients receive high-quality care in line with their care plan. Consistently reviews, updates, and communicates with clients, caregivers, referring providers, schools, and other stakeholders in the care process.

Job Functions

- 1. Serves as the primary contact person for clients and caregivers.**
 - a. Maintains knowledge of CTC's programs and scope of services.
 - b. Coordinates enrollment, orientation, scheduling, and discharge planning.
 - c. Ensures that plans are appropriately communicated to clients, caregivers, and clinicians.
 - d. Greets clients and caregivers as they arrive for appointments, answers the phone, and forwards messages.
- 2. Tracks and reports client progress from initial contact until discharge.**
 - a. Maintains client's files.
 - b. Gathers information in accordance with all applicable laws and regulations as well as the CTC's performance analysis and improvement activities.
 - c. Manages communication with referral sources and schools, providing updates on client status as appropriate.
- 3. Coordinates with the Billing Coordinator.**
 - a. Verifies Insurance.
 - b. Ensures financial matters related to care (insurance, invoices, billing, scholarship funds, etc.) are addressed and communicated to clients and caregivers.
- 4. Facilitates continual improvement.**
 - a. Assists in the coordination of satisfaction and accessibility surveys, collecting data to improve service quality.
 - b. Provides support during staff meetings and professional development sessions.

- c. Stays informed on best practices in care coordination and introduces recommendations for improvements.

5. Other Responsibilities:

- a. Rules & Regulations: Follow CTC policies and all regulatory requirements. Complete assigned tasks accurately and on time. Take accountability for quality.
- b. Time & Data Management: Maintain accurate availability. Complete documentation correctly and promptly. Prioritize and manage workload effectively.
- c. Cultural Awareness & Sensitivity: Support a respectful, inclusive environment. Foster a community that values diverse clients, caregivers, and colleagues.
- d. Professionalism & Cooperation: Maintain professional conduct and clear, respectful communication. Work collaboratively and participate in shared goals.
- e. Community & Mission Engagement: Represent and support CTC's mission. Participate in assigned community events.
- f. Training & Development: Complete required training on time. Engage in ongoing learning. Apply and share new skills and knowledge.
- g. All other duties as assigned.

Core Competencies

- **Client and Caregiver Communication:** Manages intake, scheduling, and ongoing contact with clarity and consistency across a diverse client population.
- **Care Coordination:** Tracks client status from initial contact through discharge, ensuring accurate information flows between clinicians, billing, referral sources, and families.
- **Insurance Navigation:** Understands insurance basics well enough to accurately communicate coverage, co-pays, and billing details to clients and caregivers and coordinate clean handoffs to the Billing Coordinator.
- **Records Management:** Maintains accurate, current, and organized client files in compliance with regulatory and agency requirements.

Job Qualifications

1. Experience in care coordination, social work, or a related field.
2. Proficiency and confidence in Google Workspace apps and common communication platforms.
3. Strong interpersonal and communication skills.
4. Familiarity with therapy and medical terminology preferred.
5. A passion for our mission!