Downloaded from <https://www.velvetjobs.com/job-descriptions/case-coordinator>

# Example of Case Coordinator Job Description

Our company is searching for experienced candidates for the position of case coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for case coordinator

* Serve as a main point of contact for Project Managers, Financial Controllers, and the Transport and Legal Departments, anyone else needing information regarding claims against Internal/External NCR fault groups, and for all NCR related insurance claims and financial procedures
* Track damages occurring during the transportation of Components to Project Site
* Coordinate Home Care services to patients, ensuring that the required level and amount of services are provided timely and safely as prescribed by the patient's plan of care/authorization
* Collaborate with other members of the home care team in the selection of home care workers who are assigned to ensure that the defined unique needs of the clients can be met
* Communicate with internal and external agencies, contract vendors, referrers, and clients regarding referrals, changes in services, change in client status, discontinuance of services, need for reauthorizations, inability to cover requested hours, and unusual occurrences
* Provide support and assistance to the home care workers in assuring that they understand their role and follow the client's plan of care and agency policies and procedures
* Report all occurrences to supervisor and ensures that all appropriate documentation is completed and submitted in a timely manner
* Run and prepare reports, including no show report, to encourage coverage of cases
* Participate in case conferences to evaluate current service plan, discuss specific and related case situations and to assess continuing need for home care services
* Assist with reconciliation issues related to payment for services rendered including verifying actual hours provided, service period, client information, , correct social security number, spelling of name

## Qualifications for case coordinator

* Demonstrates appropriate behaviors in accordance with the organization's vision, mission, and values
* Bachelor's Degree in Social Work or a related field
* Bachelor's Degree, preferably in a Social Work-related field
* One year of experience is preferred in a medical office setting, either as an MA or surgery scheduler
* Provide an "open-door" to home care workers with an appointment or upon their request
* Associate's Degree in Human Services and/or a related field