



Wraparound Care Coordinator

Job Title: Wraparound Care Coordinator – Full time with benefits 37.5 hours per week

Wage: \$55,000-57,500 annually

Prepared Date: 2/12/2025

Application Window Ends (subject to change): March 31, 2025

Mission Statement of the Grand County Rural Health Network is: “We work in partnership to advocate for and support the health of our community.”

Position Summary:

High-Fidelity Wraparound is an evidenced-based care coordination process that has been demonstrated as an effective way to support children and youth with serious behavioral health challenges to live successfully in the community with their families. The Wraparound Care Coordinator develops a Care Team comprised of professional and natural supports who provide services and support for the youth and family. This Care Team creates an integrated and streamlined plan that is strongly informed by the youth/family voice and choice. Good interpersonal skills required. Must be highly skilled in Microsoft Office and the internet. Only self-directed and motivated individuals need apply. Regular travel within Grand and Jackson Counties required. Bi-cultural and bilingual Spanish speakers strongly encouraged to apply. Full-time salary at \$55,000-57,500 with benefits.

To apply, send letter of introduction and resume to: Jeanette Causey, Care Coordination Manager, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email jcausey@gcruralhealth.org.

Supervision Received:

Reports to and receives general direction from the GCRHN Care Coordination Manager. Works closely with other GCRHN staff, especially the Community Health Programs teams. Receives additional supervision and coaching from Rocky Mountain Health Plans (RMHP) and the National Wraparound Implementation Center staff to ensure fidelity to the model.

Supervision Exercised:

None.

Work Schedule:

The typical schedule is Monday-Friday 9 am to 5 pm. To best meet the scheduling needs of youth and families, the Wraparound Care Coordinator must be available to work Fridays and at least one evening per week (e.g. minimum of one day working 11 am - 7pm). Some additional evenings or weekends may be needed for Wraparound services or attending community events as a representative of GCRHN. Must be able to attend all required GCRHN, RMHP, and NWIC meetings and trainings.

Wraparound Care Coordinator Responsibilities

The Wraparound Care Coordinator is the convener of the wraparound process and is responsible for ensuring the model is implemented with fidelity for each child, youth, and family.

- Keep youth and family actively engaged in the planning and implementation of their wraparound care.
- Orients the family and helps the family understand how wraparound can help address needs. This includes helping the family understand how the HFW approach is likely different from previous system involvement the family may have.
- Help the wraparound team to understand the importance of, and feel comfortable with, family voice and choice and the family culture and strengths.
- Conduct wraparound services with the family, ensuring that the wraparound services are working for the family, by individualizing the process to fit the family's strengths and culture. Identify and build on strengths and culture of youth, family, and support systems to create an individualized and integrated care plan.
- Collaborate with youth and family's identified wraparound Care Team (community, providers, internal staff).
- Initiate outreach to community partners/organizations to foster strong community partnerships to promote referrals to the HFW process.
- Develop a crisis prevention plan with all required components, prioritizing prevention and early intervention.
- Check-in with the family regularly to ensure their voice is heard, their plans are realistic and, if necessary, help complete action steps.
- Support the family to identify their natural supports and prepare for the first Care Team meeting. Facilitate meetings that create a safe, effective, and supportive team environment and effectively meet priority needs.
- Remain neutral and focused on progress toward the vision, while maintaining relationships between the family, youth, professional supports, and natural supports.
- Connect the family to resources and make sure all parts of the plan are implemented in a timely fashion.
- Monitor success and identify emerging 'deeper' needs.
- Teach and support the family to learn and use the skills to develop their own plans, access their own resources, and to be as independent as possible.
- Ensure that any special needs which arise for families, including language interpretation and translation, are met.

General Responsibilities

- Establish a trusting relationship with youth and family.
- Take required training and work with RMHP coach to demonstrate competency and fidelity to the wraparound principles and action steps. Staff have 12 months after hire to complete initial credentialing and must complete re-credentialing as required.

Key Accountabilities

- Provide support to each youth and family to help build lasting support systems.
- Create individualized care plans to address the needs of each child/youth and family member.
- Help each youth and family member develop their ability to advocate for themselves.
- Collaborate with Care Coordination Manager, Program Director, and RMHP staff to ensure all program deliverables are achieved and program evaluations are conducted.

Requirements: Valid Colorado driver's license and reliable vehicle (mileage will be reimbursed for work-related travel). Bilingual and bi-cultural preferred but not required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience, Education, & Preferred Qualifications:

- Bachelor's degree in behavioral health related field strongly preferred or relevant experience required.
- Health or human services experience is preferred.
- Lived and/or work experience with youth and families navigating behavioral health challenges is preferred.
- Bilingual (English/Spanish) language proficiency.

Knowledge, Skills & Abilities:

- Self-motivated and driven.
- Ability to greet and meet public and professionals in a positive and professional manner.
- Strong ability to communicate effectively across systems, both written and verbally.
- Able to direct, facilitate, and develop relationships with clients, coworkers, and partners.
- Knowledge of local/regional healthcare services and community resources; and ability to engage these.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments as requested in a timely fashion with limited follow-up.
- Ability to formulate a plan, actions steps, goals, objectives, and follow-up to address the youth and family' needs.
- Proficient computer skills, including use of Microsoft Word, Excel, and Outlook. Experience with database usage is preferred.
- A broad base of experience with life and possess a diverse view of what families need to thrive.
- Has lived experience caring for a loved one with a serious behavioral health challenge.
- Personal or professional experience working with multi-system involved families; knowledge of and experience with different systems, including schools, mental health, child welfare, juvenile justice, health, and others.
- Ability to listen to and be an advocate for families during challenging times.
- Highly communicative and willing to engage people from different cultures, ages, and backgrounds, while establishing and maintaining healthy boundaries.
- Understands that families are experts on their own lives and personal needs.
- High emotional intelligence and a growth mindset.
- Ability to interact productively with individuals within multidisciplinary teams.
- Excellent organizational and prioritization skills.
- Requires travel throughout Grand and Jackson counties.
- Good listening acumen, especially as it relates to youth voice and family systems.
- Ability to look at challenges as opportunities.
- Flexible and adapts schedule to attend various meetings.
- Ability to read quickly with excellent comprehension and retention.
- Highly receptive to hearing feedback and strives to improve skills.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands/fingers to handle and feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Family Support Partner and Facilitator work in a shared office space. The noise level in the work environment is normal for a shared office.

Benefits:

Employees of the Grand County Rural Health Network are also eligible for our benefits program, which includes **medical insurance beginning the first day of the month after you start, retirement account with employer contribution, vacation time, sick pay, flex hours, up to 30% working from home,** and other benefits which will be described in more detail in both the employee handbook and orientation package.

Trial Period:

New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation and work from home option up to 30% of the time depending on role/responsibilities.

Core Competencies: The following core competencies are required for this position.

- **Client centered care:** You identify, respect and care about clients' and leaders' differences, values, preferences, and expressed needs. You empathize with their experiences, both easy and hard. Your role is always to coordinate care and look at the big picture, or social determinants of health, and how they impact the client's health and well-being. You listen to, clearly inform, and share decisions with the client. You continuously advocate for disease prevention and management, wellness, and the promotion of healthy lifestyles. You also understand the importance of population health, or the health of the entire community.
- **Medical home approach:** You understand the importance of every person having a medical home, or primary medical, dental, and mental health provider that understands and knows the person. The medical home is patient-centered, comprehensive, and accessible to the client. You know that each client might need something different based on their own philosophies. Similarly, each provider might practice differently based on their philosophies. You work with the client to help them identify an appropriate medical home, and whenever possible a local medical home.
- **No wrong door approach:** You understand that health is more than health care. This is a client-centered approach where you can answer any questions a client might have to navigate the fragmented system of health care and human services.
- **Continuous learning and reflection:** There's always more to know out there, and you're hungry for it. You absorb information from your colleagues, your work, and from keeping up with your field. If something doesn't make sense, you ask questions until it does, and you apply what you learn in your work. You are not afraid to take risks even though it means that you will make mistakes. And you *WILL* make mistakes. You are reflective about your own practice, and give yourself the grace to make mistakes, name them, and learn from them. With your continuous learning and reflection practice, you grow from your mistakes and make yourself and the organization better for it. This practice is encouraged and supported. When you give yourself grace to make mistakes and strength to learn from it, we give you grace and support your strength.
- **Initiative and ingenuity:** You leverage resources creatively to solve problems and dive right in to take a concept from idea to implementation. You often consult with others, but you can also propose solutions in the best interest of the people we serve and the organization and get things rolling without much

guidance. You provide timely and complete updates to your supervisor and/or team, even when that means there is little movement. By doing this, you illustrate your initiative and ability to work on a high functioning team.

- **Relationship-building:** Part of your job is connecting with people from many different backgrounds. You find (and even create) opportunities to deepen connections and build authentic, mutual relationships across lines of difference, such as race or other identities. You truly welcome viewpoints that differ from your own, and you're able to "sit with" discomfort when people express themselves in ways that aren't familiar to you.
- **Teamwork:** You actively participate in the work of the team by voluntarily taking on different roles and responsibilities. You work cohesively with other team members and encourage the efforts and contributions of others. Together we are better, and you always work to lift up your teammates. You communicate clearly and respectfully with co-workers. You ensure that your communication was received and understood, which often means understanding the different styles of communication each person needs to receive information. You assume best intentions in others. You ensure that team goals are achieved through fair and reasonable sharing of responsibilities, opportunities for participation, and adequate resources and other supports. You understand everyone has a role to play and contribute to the team's goals, and you contribute your share. You understand others' skills, experience, knowledge and creativity and consistently speak highly of others to contribute to team spirit.
- **Adaptability and problem solving:** You are always ready to take advantage of unexpected opportunities and address obstacles. You look for the root of both simple and complex problems, so you can seek solutions. You approach work with a spirit of "yes" and adapt as things change, which they often do.