



Position/Job Title: Clinical Health Coach/Educator
Reports to: Population Health Manager
Revision Date: 01/27/2020
Job Code: 300
Pay Class/Status: Professional - Exempt

Summary:

Reporting to the Population Health Manager, the Clinical Health Coach/Educator will assist program participants in finding new ways to inspire improved health habits. He/she will be responsible for developing a health coaching relationship with participants and assisting them through the process of actively working towards better health by providing support, encouragement, and education. He/she will provide in-office health coaching for assigned physician practices. The Clinical Health Coach/Educator will assist in developing educational materials, including but not limited to, self-management support and brief action planning, motivational interviewing, health literacy, cultural competency, and teach back. He/she will provide educational sessions, including presenting the material, for physician practice staff.

Essential Functions:

Health Coaching:

1. Conducts outreach to participants that are eligible for the health coaching program, by phone, email, and/or mail enrolling them in the program, and providing necessary health coaching to reduce or eliminate high-risk behaviors.
2. Conducts health coaching activities in physician practices as assigned.
3. Fosters trust with participants to facilitate behavior change.
4. Encourages adoption of habits that are conducive to a higher quality of life, thereby moving upstream with health care.
5. Supports operational aspects of programs to meet IHP's customer requirements and satisfaction.
6. Develops and distributes health education materials to health coaching participants as appropriate.
7. Through collaboration with participants and review of all pertinent health care related information (registry, ADT files, EHR, etc.), develops customized care plans for program participants including self-management goals and plans of action using motivational interviewing techniques.
8. Coordinates care with other health-related vendors and community agencies for optimal patient care.
9. Develops and implements plans to increase client motivation and engagement and self-efficacy in all aspects of chronic care and lifestyle behavior change.

10. Actively participates with community-based initiatives related to care management and transitions of care, including the IHP Care Management Collaborative.
11. Refers to IHP Population Health Nurse as appropriate for individuals with target chronic conditions, clinical issues, or within identified sub-populations.
12. Documents all activities appropriately, promoting accurate and timely reporting to customer, as applicable.

Education:

1. Assists in developing educational materials, including but not limited to, self-management support and brief action planning, motivational interviewing, health literacy, cultural competency, and teach back.
2. Conducts educational sessions, including presenting the material, for physician practices and other audiences as appropriate.
3. Participates in statewide curriculum development workgroup(s) as appropriate.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Understands contracts with customers and adheres to requirements.
2. Assesses participant clinical and non-clinical needs, including social determinants of health and behavioral health issues.
3. Encourages participant to consent to sharing of information between program staff and their primary care physician where access to participant is related to employer benefits.
4. Conducts audits and studies as directed. Prepares reports associated with same.
5. Collaborates with other health care and/or community organizations to facilitate effective care coordination.
6. Participates fully as a member of the Population Health team, including participating in culture development and building a strong team for delivering IHP's mission.
7. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
8. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
9. Committed to continuing professional development.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
11. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Associate degree in health care or related field with requisite experience required along with a commitment to obtain bachelor's degree within three years of hire.
2. Two (2) years of related professional experience.
3. Experience in presenting to small and large groups of individuals required.

4. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Bachelor's degree in health care or related field.
2. Two (2) years of experience in ambulatory care, home health, physician practice, or other community agency preferred.
3. Teaching background ideal.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Clear Written and Verbal Communication	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving skills
Computer skills	Organizational and Prioritization skills
Proficient in Microsoft Excel & Word	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	Public Speaking
Strong attention to detail	Clerical skills

Licensure/Certification:

1. Certification in health coaching or education preferred.
2. Must complete Clinical Health Coach certificate program and pass certification exam within first two years of hire.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. One weekday evening per week will be required, with the possibility of one weekend day per month required in order to accommodate commitments to customer program agreements. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 30 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.



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