



JOB TITLE:	Data Coordinator
SUMMARY:	Responsible for managing the agency's client data and records management program and providing administrative support to the Director of Compliance & Licensure.
REPORTS TO:	Director of Compliance & Licensure.
SUPERVISORY DUTIES:	None
STATUS:	Full-time, non-exempt
PAY RANGE:	\$21.63 per hour during 32-hour workweek trial*

Who we are:

Now in our 121st year of service to the Charlotte community, Crittenton is a non-profit organization whose mission is to empower women and children through education, health, residential care, and supportive services. We envision ending the generational cycle of poverty and trauma, creating better tomorrows. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported, and empowered.



Want to see where you could be working?

Head to our website to view a virtual tour of our beautiful new 38,000 square-foot facility!

www.crittentonofnc.org

Working here:

*Crittenton is proud to be among the growing number of employers who are investing in their employees' overall health, wellness, and job satisfaction by piloting a **32-hour workweek**. Our pilot program will run from July 8, 2024 to October 5th, 2024. At that time, agency leadership will assess the program's effectiveness and make a decision on its continuation. It is our sincere hope to make this a permanent benefit.

The Data Coordinator is responsible for detailed information gathering, input, record-keeping, monitoring, and reporting duties for all client information. The Coordinator collects personal client information and maintains electronic case management records involving the processing of a wide variety of documentation, researches inquiries, and communicates appropriate information to various sources through correspondence, reports, or phone. This position requires heavy use of case management technology software, including strong analytical and technical troubleshooting skills. By keeping track of critical data, the Data Coordinator will be able to produce reports on all measurable client outcomes. The ideal candidate will have experience maintaining records in a child and family services environment, a meticulous attention to detail, expert-level experience and skills in records management, data collection, SharePoint, and Case Management Systems.

Benefits:

Crittenton offers an innovative and competitive benefits package designed to enhance our employees' work-life balance and support employee well-being. These benefits include:

- **32-hour workweek***
- Medical, Dental and Vision Insurance
- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account options



- Paid Time Off
- Paid Holidays
- Paid COVID sick leave
- Paid sabbatical leave
- 401(k)
- Employee Assistance Program
- Supplementary Voluntary Benefits
- Complementary meals during working hours

Specific Duties and Responsibilities:

- Create and compile client charts, ensuring that each chart contains all the necessary components including assessments, treatment plan, services provided, social work notes and daily notes.
- Manage ExtendedReach Case Management System (CMS) database and maintain the integrity of clients' electronic records; ensures the database provides the required information and is used to its fullest capacity.
- Maintains monthly Program statistics; manages database as necessary to ensure accurate data tracking.
- Perform daily review of case notes in ExtendedReach and communicate missing items to staff.
- Work in cooperation with residential and social work teams to ensure client records are complete and accurate; notify staff of incomplete records.
- Build and maintain team and communication sites in SharePoint.
- Maintain outcome measurement for the Program; provide all necessary Programs reporting per agency and funding.
- With Director of Compliance and Licensure, conduct quarterly review of the Program Logic Model to ensure accurate data is being collected; assist with data collection and reporting for annual completion of the Program Logic Model.
- Participate in development of policies and procedures to ensure that client records are complete, accurately documented, and stored according to appropriate privacy standards.
- Perform regular audits of open and closed client charts for completeness and compliance with documentation policies; analyze findings and develop ways to improve performance.
- Lead the Documentation Cross-Organizational Team (DOC COT)
- Prepares data and assists with the submission process for Accreditation and Licensure cycles.
- Resolves questions and problems related to documents, data entry, and case management actions from Residential Team.
- Handles client information with strict confidentiality per agency and state policies.
- Develops and conducts training for agency staff to explain and discuss documentation policies and practices, confidentiality, and release of information.
- Interview clients after admission and enter information into Homeless Management Information System.
- Prepare reports for Performance and Quality Improvement Committee based on DOC COT findings.
- Handle requests for information from a wide range of external inquiries (Division of Social Services, state and federal agencies, court proceedings, etc...)
- Serve as the point of contact for historical adoption inquiries.
- Ensure compliance with applicable records retention standards.
- Maintain client confidentiality and perform work in a confidential manner.

Qualifications:

- Associate's Degree in Health Information Technology OR high school diploma or equivalent AND two years of college level course work or training in medical records, medical office administration, and/or data processing OR high school diploma or equivalent and two years relevant work experience which includes records management, case management, working with complex databases, analyzing



information and data, designing queries and reports or related roles that require the knowledge and advanced use of a CMS.

- Advanced proficiency in Microsoft Office 365 including Word, Excel, and SharePoint.
- Must have the ability to enter data correctly.
- Understanding of case management and documentation concepts including CMS set-up and configuration.
- Ability to work independently, solve problems, make decisions, and complete assignments on time.
- Knowledge of confidential records management processes and best practices using technology.
- Ability to plan, prioritize, and organize work.
- Ability to read and interpret relevant manuals and information and to understand and troubleshoot a variety of data entry or case management software issues.
- Strong critical thinking/problem-solving skills and meticulous attention to detail.
- High professional ethics and standards.
- Strong team player and team building skills; ability to collaborate with staff at all levels.
- Must pass background check and drug screening (**answering “yes” to having a conviction(s) does not automatically disqualify you from employment. The nature of the offense, date of occurrence, and the job for which you are applying are also considered**)
- Ability to communicate effectively in a friendly, positive manner with visitors, staff and clients.
- Ability to be understanding and sensitive to the unique needs and circumstances of the client population.
- Commitment to Crittenton’s mission, vision, and values.

Crittenton is dedicated to diversity in our staff and our work. An Equal Opportunity Employer, we are committed to inclusivity in our hiring practices and we encourage members of all groups and communities to apply for this position. We do not discriminate on the basis of race, color, religion, national origin, gender, gender identity, sexual orientation, age, disability, veteran status, or genetic information. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors.

How to apply:

Please send a resume to alee@crittentonofnc.org