Public Health
Prevent. Promote. Protect.
Macon County Health Department
Decatur, Illinois

Macon County Health Department Job Opening

Starting Point Care Coordinator Assistant

Macon County Health Department | Decatur, Illinois

Full-Time | 35 Hours per Week | $19.29 per Hour

Work Location: In person

Job Description:

The Starting Point Care Coordinator Assistant supports Care Coordinators in providing case management services to adults aged 60 and older in the community. This position helps maintain communication with participants, coordinates service needs, documents follow-up, and provides administrative and customer service support to the Starting Point team.

What You'll Do

- Complete monthly Community Care Program (CCP) participant monitoring calls; document calls in Aging Cares and the Starting Point log.
- Assist participants with needs identified during monitoring calls and promptly refer unresolved concerns to Care Coordinators.
- Communicate with service providers regarding participant needs and concerns and share outcomes with Care Coordinators.
- Monitor Ameren disconnection lists for CCP participants and offer assistance when appropriate.
- Assist with CERA reports and upload provider notifications and required forms into Aging Cares.
- Complete MMP monitoring calls and annual satisfaction surveys; process Choices for Care assessments in Assessment Pro.
- Provide backup clerical and billing support, including telephone coverage, intake interviews, data entry, assessment authorizations, and routing participant inquiries.
- Assist visitors at the Starting Point reception window and participate in team meetings and in-service activities.
- Maintain SAGE certification, accurate records, confidentiality, and awareness of MCHD programs and referral resources.

Qualifications Required

- High school diploma or GED and two (2) years of experience required; experience working with older adults preferred.
- Excellent communication, telephone, organizational, and customer service skills; compassionate and professional approach.
- Knowledge of general office procedures and equipment and basic computer skills; typing 40 words per minute preferred.
- Ability to work effectively under stress and with diverse community groups.

• Dependable vehicle available during work hours, valid Illinois driver's license, and appropriate auto insurance.
• Ability to bend, squat, and lift up to 25 pounds.
• Ability to pass required alcohol/drug screening, criminal background check, and motor vehicle record check.
• Ability to maintain confidentiality, follow HIPAA requirements, fulfill mandated reporting responsibilities, and comply with emergency on-call expectations when needed.

Why Join the Macon County Health Department?
At the Macon County Health Department, we are committed to improving the health of our community while supporting our employees with an outstanding work-life balance and excellent benefits.

Benefits Include:

- 35-hour work week
- 12–14 paid holidays each year
- Paid vacation and sick leave
- Paid parental leave
- Blue Cross Blue Shield health and dental insurance
- EyeMed vision insurance
- Illinois Municipal Retirement Fund with employer contribution
- Employee Assistance Program
- Employee discounts
- Professional development opportunities

Why This Position Matters

The Care Coordinator Assistant helps older adults stay connected to services and support in their community. Through thoughtful monitoring, timely follow-up, accurate documentation, and compassionate communication, this role helps Care Coordinators respond to participants' needs.

Apply Today:

Submit your completed application and resume to:
Human Resources
Macon County Health Department
1221 E. Condit Street
Decatur, IL 62521
Email: HR@maconchd.org

Applications are available at Macon County Health Department

The Macon County Health Department is an Equal Opportunity Employer and Drug Free Workplace.