



*Making the invisible visible since 1983*

## Long-COVID Neuro Care Coordinator

**Hours:**

40 hours per week

**Location:**

Currently remote- based in Arizona with periodic reporting to Phoenix office. Statewide community outreach as required.

**Pay:**

Salary is set at \$65,000 per year, and includes three weeks paid vacation and sick time. This position does not include healthcare, insurance, or retirement benefits.

**Reports to:**

The **Long-COVID Neuro Care Coordinator** takes direction of daily workflow and complies with client policies and processes set forth by the Brain Injury Alliance Director of Care Coordination. All reporting is managed through the CEO.

**Job Description:**

The focus of this position is to identify the ongoing needs of survivors of brain injury and their family members. Additional emphasis is placed on serving those who are experiencing long-term neurological impacts due to COVID-19, and those needing continuum of care services due to cognitive/memory issues and limited assistance.

Experience working or living with individuals with brain injury (including traumatic brain injury, stroke, aneurysm, and other conditions impacting brain function) is a must. This is not a clinical position, but it is critical for the **Long-COVID Neuro Care Coordinator** to be able to communicate with someone who has challenges with communication and/or cognition. A key part of this position requires researching, vetting, and updating potential resources for the Brain Injury Alliance online resource directory.

### Job Duties:

- Guide the survivor/family in identifying appropriate services and supports, both formal and informal.
- Speak with the survivor/family to identify concerns and needed/requested services and supports (approximately 90% of this work with individuals is done by phone or virtually).
- Customize information about resources and supports for individuals and families.
- Provide care coordination to survivors living on their own with limited or no familial/community support, who struggle with independent living, managing appointments, remembering schedules, and filling out paperwork for receiving services.
- Follow-up contact to consult with the survivor/family to identify additional needs and respond accordingly.
- Provide information and education to support each individual's ability to access services.
- In addition to providing information and education to individuals and families, offer understanding of the challenges of brain injury, insight into coping strategies, and patient support of their process.
- Serve as a Brain Injury Alliance of Arizona facilitator for a "Long Haulers" COVID-19 support group, and/or additional support groups as developed.
- Retain information and records in accordance with established privacy and security policies and procedures.
- Maintain confidentiality and standards of ethical practice.
- Provide resource information support and assistance at trainings, workshops, conferences, and community events.
- Other duties as assigned.

### Qualifications:

- Minimum of two years direct human service experience with persons with brain injury or neurocognitive dysfunction, or two years living with persons with brain injury or neurocognitive dysfunction.
- Bachelor's degree in social work, human services, communications, education, health, or other comparable fields.
- Experience with social services and government application assistance, including but not limited to: Arizona Long-Term Care System (ALTCS), Arizona Health Cost Care Containment System (AHCCCS), housing, eviction prevention, SSDI/SSI, basic medical paperwork, etc.
- Social work or case management experience preferred.
- Excellent communication skills, both written and verbal, including communicating with individuals with cognitive or communication impairments.
- Strong computer skills required (training on agency's proprietary software provided).
- Ability to work independently and interdependently as part of the BIAAZ team.
- Understanding of Arizona's disability service systems, as well as disability issues, or willingness to learn.
- Certified Brain Injury Specialist, or willingness to attain certification.

The Brain Injury Alliance of Arizona is seeking an addition to our Care Coordination team in the form of a **Long-COVID Neuro Care Coordinator**.

Those interested in applying should send their resume, three references we have permission to contact, and a cover letter to Director of Care Coordination Brittany Sweeney-Lawson at [resources@biaaz.org](mailto:resources@biaaz.org) and CC CEO Carrie Collins-Fadell at [info@biaaz.org](mailto:info@biaaz.org). Resumes should clearly illustrate how prior knowledge and experience meet the minimum and desired qualifications stated in this requisition. References will need to include full name, title, organization, address, phone number, email, and affiliation to applicant.

Interviews will be ongoing until the position is filled. Saturday interviews are available. The Brain Injury Alliance conducts pre-employment screenings, which include a criminal background check, verification of work history, academic credentials, verification of military service, licenses, and

certifications. Employment is contingent upon successful passing of the background check and completing the 90-day probationary period. Travel expenses associated with interviews are not covered unless otherwise indicated.

The Brain Injury Alliance is an equal opportunity employer.