Company Overview:
INTERLINK Health Services was founded in 1995 and is headquartered in scenic Hillsboro, Oregon. INTERLINK is well known in the industry as a pioneer in outcome based managed care and provides access to the nation’s finest hospitals for a full complement of CancerCOE Networks. INTERLINK is a fast-growing company and is currently in the development of other outcome-based managed care products to meet the expanding healthcare and financial needs of clients across the United States.

Job Summary:
The Complex Care Coordinator works with members/families, physicians, nurses, social workers and other healthcare team specialists to ensure the member progresses towards care goals and receives the appropriate cancer care driven by evidence based guidelines with access to CancerCOE Networks.

Essential Responsibilities:
- Demonstrates clinical nursing and leadership skills.
- Demonstrates effective interpersonal communication and problem-solving skills
- Comfortable delivering telephonic care services
- Knowledgeable in utilizing computerized information systems
- Demonstrates ability to work within a dynamic team environment
- Able to work collaboratively with member’s cancer care team to coordinate care, including external healthcare professionals
- Ability to assess appropriateness of care, plan, implement and evaluate care for individual patients
- Provide dynamic customer focused service
- Able to work autonomously

Additional Responsibilities:
- Assists members in understanding their diagnosis, treatment options, and the resources available, including educating eligible members about appropriate clinical research studies and technologies. Responsibilities include assessment, analysis, planning and implementation of interventions.
• Serves as an essential link between members and all other healthcare providers in coordination of care. The oncology complex care coordinator facilitates changes in the plan of care and vending necessary services. Service settings may include but are not limited to the hospital, outpatient, or home. Care is assessed and conducted by phone.
• Facilitate appointments for consultation and support services within established services standards including cancer counseling, dieticians and genetic counselors.
• Coordinate and standardize member education tools across the oncology continuum of care.
• Follow the member throughout the continuum of care, including inpatient admission and collaboration with the member’s oncology care team.
• Document member care per the nursing process and standards of nursing in the appropriate system.

**Supervision Received and Exercised:**
Works under general supervision of Director of Care Management

**Job Qualifications (Knowledge, Skills and Abilities):**
- 2 years of oncology experience in the last 3 years
- 2 years of experience in acute care or ambulatory care/clinic setting within the last 5 years
- Current RN license in the state in which you reside.
- Current Healthcare provider CPR certification w/AED certification
- CCM preferred
- OCN preferred within 12 months of hire
- Background in case management, utilization review or managed care experience preferred
- Strong problem solving and analytical skills
- Ability to use various software programs such as Microsoft Office Suite

**Education and Experience:**
- Graduate of Accredited School of Nursing
- High School diploma or GED.