



## **Outreach Coordinator (Access to Care Program, Smithtown, NY)**

The Outreach Coordinator (OC) is responsible for providing outreach and engagement activities for clients referred by the Health Home, network partners or other sources. The Outreach Coordinator identifies, screens, and enrolls eligible clients to ensure access to Options care coordination program which promotes linkage development and monitors the effectiveness of linkages with other service providers. The OC coordinates and tracks the outreach activities conducted by other members of the care coordination teams, provides support for the team and is responsible for ensuring that documentation and billing records for outreach and engagement activities are complete and up to date.

### **Responsibilities**

- Conduct client outreach and engagement monthly;
- Take the lead in tracking and coordinating clients outreach activities for the care coordination teams;
- Conduct screening for Health Home eligibility and initial intakes and health risk assessments for eligible clients to document strengths, needs, goals, and resources within Health Home timelines;
- Ensure all client contacts, home visits and back up documentation are completed in a timely manner according to program standards;
- Write progress notes daily; enter into the electronic medical records management system in a timely manner in accordance with Health Home standards;
- Educate client and family on health and human service resources, link client with care coordinator;
- Maintains effective communication with service providers, family, and collateral resources in a professional manner;
- Appropriately intervene in situations requiring immediate attention (i.e. crisis planning and intervention) to ensure safety of clients and family;
- Attend community meetings, events and networking opportunities;
- Maintain at least the minimum billing standards for the Health Home (i.e. 2 outreach services per month per client);
- Provides support to all Care Coordination teams regarding outreach activities, including interacting frequently with the members of the team to ensure coordinated activities;
- Participate in quality improvement initiatives as appropriate;
- Must use own vehicle to travel to meet clients.

## Qualifications and Requirements

- Bachelor's degree in healthcare or human services and at least one year of qualifying experience\* or an alternative combination of education, credentials, and experience.
- Experience conducting outreach is preferred.
- Spanish speaking preferred.
- A valid driver's license and safe driving record are required
- Must maintain valid First Aid/CPR certification

\*QUALIFYING EXPERIENCE: verifiable full or part-time case management or case work with persons with HIV, AIDS, mental illness, homelessness, chemical dependence, chronic illnesses, or other populations of persons in need.

## Work Schedule:

Monday through Friday (35 hours/week); some evenings and weekends on occasion

8:00 am – 4:00 pm,

8:30 am – 4:30 pm, *or*

9:00 am – 5:00 pm

## Benefits

Full Time Employees are eligible for:

- Medical, Dental, and Vision Insurance
- Tuition Assistance
- Flexible Spending Account
- Long-term and Short-term Disability
- Supplemental Specified Illness Coverage
- Supplemental Hospitalization Coverage
- Life Insurance
- 4 Personal Days, 10-22 Vacation Days, 8 Sick Days, 10 Paid Holidays-yearly
- 403(b) retirement plan with employer match

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