



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

<i>Job Title:</i>	Community Outreach & Engagement Specialist
<i>Department:</i>	Family & Community Services
<i>Position Status:</i>	Non-Exempt Temporary - Position End Date: December 31, 2023
<i>Supervised by:</i>	Director of Client Services

### *General Statement of Duties:*

This position provides outreach to engage individuals for a social impact pilot project in coordination with the Care Compass Network (CCN). The goal of this project is to improve access to and utilization of needed health and social services affecting social determinants of health.

### *Specific Duties or Typical Work Activities:*

- Provides outreach, including home visits and follow up to identified individuals that encourages a working relationship resulting in increased engagement and utilization of services other than the emergency room
- Assesses individuals for readiness, motivation, health literacy, and confidence in becoming their own health advocate
- Supports individuals to create a plan which identifies their goals, including strengths and barriers, related to improving overall health and decreasing the negative impact of social determinants of health
- Attends, participates, and represents the individual, when needed, at case conferences with the care team
- Provides information and resources, referrals, and follow up to coordinate services identified in the individual's plan of care. Needs and service areas may include, but are not limited to, the following: behavioral health, care coordination, financial assistance, health advocacy, healthy foods, health insurance, housing, medication management, transportation, social supports, and vision/dental services
- Follows up with referring providers to ensure that connection to or utilization of services occurs
- Maintains a sound base of knowledge and information, including printed materials, about available human services and supports
- Utilizes evidence-based interventions and best practices such as motivational interviewing, trauma informed care, and rural cultural competency
- Ensures timely and accurate data entry and completes documentation and reports, which may include use of electronic health records and platforms. Other related work, as requested

### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Time management skills
- Experience with human services and community support systems
- Ability to negotiate with and navigate multiple and varied service systems
- Knowledge of basic case management processes
- Computer and technology skills, including proficiency with MS Office

### *Qualifications:*

- Associate Degree in Human Services or related field required
- Minimum of 2 year of experience working with human service systems and community partners required

*Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate statistical records and documentation including, but not limited to, individual client records, billing records, medication records, daily log, expense sheets, purchase orders, petty cash, client funds, and mileage records
- Required to ensure that employees and volunteers are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee