



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

<i>Job Title:</i>	Outreach Coordinator
<i>Department:</i>	Community Care Coordination
<i>Position Status:</i>	Non-exempt Full time
<i>Supervised by:</i>	Program Manager

General Statement of Duties:

Under the direction of the Program Manager, this position provides community-based care coordination services to adults with mental health diagnoses and/or chronic medical conditions, as well as providing administrative support, including data entry and clerical assistance, to the Community Care Coordination programs.

Specific Duties or Typical Work Activities:

- Process referrals, gather releases and other related paperwork, and meet with clients to enroll in services
- Serves as advocate, link, monitor, support, and resource person for clients
- Regularly conducts visits (home and/or community locations) with clients to assess functional level, compliance, and progress
- Coordinates with other Agency staff and community providers
- Provides support for care coordination processes, including admissions and discharges
- Provides administrative and clerical support to the care coordination team including mailing, scanning, faxing, and copying
- Provides administrative support to the Program Manager relative to program needs including, but not limited to reporting, billing, statistics, and meeting preparation
- Completes and maintains data entry into software for the care coordination programs as well as Agency software and other database systems
- Fosters Agency and program-wide cooperation and teamwork using positive and constructive communication techniques
- Accompanies care managers on home visits with clients, when necessary
- Other related duties, as assigned

Required Knowledge and Skills:

- Excellent written and verbal communication skills including, but not limited to good interpersonal skills, ability to adjust communication style based on audience, effective use of electronic communication, ability to write letters, and ability to respond to inquiries via telephone
- Strong attention to detail and organizational skills
- Ability to maintain confidentiality
- Proficiency with Microsoft Word, Excel and Outlook, internet and web-based software applications is required
- Ability to operate standard office equipment including computer, printer, scanner, copier, and fax machine
- Ability to prioritize, plan, and complete work projects with minimal direction
- Ability to work efficiently and accurately, both independently and as part of a team
- Knowledgeable about health, behavioral health, and social service systems

Minimum Qualifications:

- Associates Degree and at least 2 years of administrative support experience is required
- Experience working with consumers of mental health services preferred

- Degree can be substituted by 4 years of experience in an administrative or clerical support role

Additional Expectations:

- Must be able to work 8:30 a.m. to 4:30 p.m., Monday through Friday
- Must comply with all Agency policies and procedures, using the Program Policy and Procedure Manual as a reference
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) 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 documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets.