



ALTCEW JOB POSTING | 12/17/21

**Position Title: Outreach and Engagement Coordinator**

**Position Overview:**

The person in this position will work with the Care Coordinators as part of the team to assist patients enrolled in the Health Homes Program. Position will identify clients qualifying for the program, offer program services and schedule appointments for Care Coordinators, to learn more about how the program might benefit them.

**Health Homes Program Overview:** This program serves Medicaid recipients who have one or more chronic conditions, at risk for repeated admittance to emergency care. Care Coordinators work with qualified candidates to develop a person-centered health action plan to improve their health and reduce hospital, emergency room, psychiatric and nursing home admissions.

**Our teams:** Our casement teams are empowered to work together to solve problems, in serving those in the community who need our assistance.

**Our Mission:** As an Area Agency on Aging we promote well-being, independence, dignity, and choice for older persons and all individuals needing long-term care in our five-county area.

**Benefits and Well-Being:** This position is full time at 37.5 hours per week. We offer a wide variety of benefits including medical, dental, vision, long-term disability and life insurance and paid premiums for mandatory WA Paid Family & Medical Leave and Long Term Care Insurance. Generous paid vacation and sick leave, 12 paid holidays, Washington Department of Retirement Systems pension/retirement plan and FSA accounts.

**Our Culture:** Our agency has a positive, welcoming environment. We provide a variety of wellness services, foster employee engagement through peer recognition and regular staff social activities, and pursue diversity initiatives. Our employee assistance programs foster health and well-being. Employees are regularly offered opportunities to socialize together, and volunteer in the community.

**COVID-19:** Currently, our agency does not have a mandatory vaccination policy for COVID-19, but may need to implement one at a later date due to OSHA requirements. If vaccination becomes a requirement, medical or religious accommodation may be available, once an offer of employment is made.

**Essential Functions and Responsibilities** include the following.

1. Qualifies each candidate referred to the program to ensure program eligibility. Checks candidate identification and database resources to ensure candidate is not already receiving services.

2. Makes outreach phone calls to program-eligible candidates referred by lead entities. Explains the program features and benefits and requests an appointment with the Care Coordinator. Schedules Care Coordinator visit with interested candidate.
3. Meets standards and goals to contact and engage with approximately 20-30 candidates per day with the goal to schedule enough candidates to develop and maintain adequate caseloads of the Care Coordinators.
4. Maintains client directory. Add new referrals. Tracks appointments in Outlook and tracks follow-up calls with candidates who opt out of services or require future action, using Excel. Documents outreach attempts and follow-up notes of candidate contact per lead entity's standards and rules.
5. Prepares engagement letters and mails brochures to candidates. Prepares face sheet and Prism report for each new client initial visit.
6. Tracks status of initial visits for new clients to ensure none are missed.
7. Initiates internal referrals with lead entities regarding program eligibility.
8. Coordinates sharing of the candidate contact workload with social service interns, as needed.
9. Assists Care Coordinators, other providers, and performs other duties as needed.

### **Skills, Knowledge and Abilities**

Knowledge of basic social service supports and aging and long-term care services is preferred. Demonstrated ability or experience with accurate record keeping and documentation, ability to multi-task and stay organized, and professional communication skills. Ability to work independently and as a member of a team.

### **Environmental Factors**

Ability to work on computers and the telephone for long stretches of the day. Frequent typing and phone use for up to 5 hours per day. Be able to make home visits as needed. Have speech, visual, and hearing skills sufficient to interact with staff and the public. There are periods of writing, sitting, bending, stretching and lifting.

### **Minimum Qualifications**

High School Diploma. One year previous experience providing customer assistance over the phone, preferred. Must be proficient with Microsoft Word and Microsoft Excel.

This position also requires a criminal background check, prior to hire, that qualifies the individual to work with vulnerable adults (WAC 388-133). Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the job.

Must have and maintain a valid driver's license. Employees driving on agency business must have a valid driver's license. Employees driving a privately owned vehicle on agency business must have liability insurance on the privately owned vehicle.

**Beginning Salary:** \$36,557      **Application Deadline:** December 31<sup>st</sup>.

Apply at: [www.altcew.org/employment-opportunities](http://www.altcew.org/employment-opportunities). Call 458-2509 for assistance in applying.

**Diverse applicants encouraged to apply.**