

Outreach & Enrollment Coordinator

Anderson Valley Health Center Job Description

EXEMPT: N

SUPERVISOR: Operations Director

SUMMARY: The Outreach and Enrollment Coordinator will be responsible for administering the AVHC outreach program and assisting patients with County, State, and Federal health program applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
1. Develop and coordinate annual outreach events on behalf of AVHC and in coordination with an outreach team comprised of other staff members.
2. Get the word out about AVHC services and events, including developing flyers, radio spots and managing social media communication.
3. Assist patients in completion of application(s) for County, State and Federal health coverage programs.
4. Assist patient in completion of application for other aid programs including but not limited to Cal Fresh, sliding fee scale and general assistance.
5. Provide guidance to patients for acquiring necessary documents for applications.
6. Provide O&E standardized data as needed for grant reporting purposes.
7. Represent AVHC at relevant community and county meetings as directed.
8. Coordinate and track community referrals to social support organizations (e.g. project sanctuary, WIC, food bank etc)
9. Conduct outreach to patients for specific appointment needs
10. Track and assist referrals to County Services and partner agencies
11. Other duties as assigned
QUALIFICATIONS (MINIMUM):
1. High School diploma or general education degree (GED)
2. Demonstrated experience in the development and organization of programs
3. Ability to communicate effectively in the English and Spanish languages by speaking, reading, comprehending and writing
4. Motivated individual to develop outreach strategies and schedules
KNOWLEDGE AND ABILITIES:
1. Ability to adapt to various job duties and focus quickly.
2. Effective communication skills to meet and work with staff, patients and community members with tact, discretion and diplomacy.
3. Ability to speak professionally at meetings and represent AVHC interests appropriately.
4. Ability to interact with patients, staff and clients in a sensitive, diplomatic and courteous manner.
PHYSICAL REQUIREMENTS:
1. Must be able to hear staff on the phone and those who are served in-person, and speak clearly in order to communicate information to clients and staff

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2. Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other Clinic documents
3. Must have high manual dexterity
4. Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn, finger and feel

CITIZENSHIP:
PROFESSIONAL RESPONSIBILITY & COURTESY:
1. Understands and supports AVHC Mission Statement
2. Maintains knowledge and understanding of AVHC's Policies and Procedures
3. Represents organization in a professional and positive manner
4. Removes barriers for those who have difficulty dealing with systems and processes
5. Acts in a professional manner while performing duties listed in this job description
6. Attends meetings as required and/or requested
7. Maintains strict adherence to all confidentiality policies (HIPAA policies)
8. Establishes and maintains an effective working relationship with medical, dental, behavioral health, administrative, clerical and management staff, as well as community resource agencies
9. Seeks opportunity for professional growth
10. Adheres to work schedule: punctual, provides notification in the event of tardiness or absence
11. Personal activity occurs primarily during personal break periods
COMMUNICATION:
1. Asks appropriate questions when necessary
2. Seeks to address interpersonal issues immediately and through clear and respectful communication
3. Communicates clearly verbally and in writing
4. Listens without judgment
5. Communicates with empathy and compassion to all patients and co-workers
6. Uses professional phone and email etiquette
FLEXIBILITY/TEAM WORK:
1. Coordinates efforts with coworkers when needed
2. Works independently and responsibly with self-initiation
3. Accepts new tasks or relinquishes tasks when directed
4. Observes and responds to co-workers' needs for support or assistance
HEALTH AND SAFETY:
1. Respects work environment
2. Reports potential safety hazards
3. Understands and adheres to safety Policies and Procedures
4. Understands and adheres to infection control Policies and Procedures
5. Handles and operates clinic equipment in a safe and responsible manner
CUSTOMER SERVICE:

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1. Demonstrates ability to answer patient inquiries and direct patient to appropriate resource within the Clinic
2. Shows and fosters respect and appreciation for each person whatever that person's background, race, age, gender, disability, values, lifestyle, perspectives or interests

SUPERVISOR: Operations Director

LINE OF PROMOTION:

POSITION: Fulltime Part-time

Americans with Disabilities Act Statement:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

I accept and can perform the essential functions of the position as outlined above with or without reasonable accommodations.

SIGNED: _____ DATE: _____