

JOB DESCRIPTION

JOB TITLE: Outreach Coordinator	JOB LEVEL: 5
LOCATION: Milford	FLSA STATUS: Non-Exempt
DEPARTMENT: Marketing & Development	REPORTS TO: Director of Outreach

Brand Promise: *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Work cooperatively to carry out goals and objectives of Outreach Program.
3. Successfully complete all required and applicable federal and/or state consumer assistance training.
4. Conduct 'in-reach' activities with current uninsured or underinsured patients and 'outreach' to non-health center families within HSO eight county service areas.
5. Provide information and assistance in an impartial manner.
6. Help clients understand and access affordability options following all training guidelines.
7. Educate applicants of requirements and structure of programs to prevent loss of coverage.
8. Assist with enrollment.
9. Data management and reporting.
10. Necessary follow up and tracking.
11. Assist with providing education to call center and all health center sites regarding information options to assist with educating patients.
12. Deliver presentations to other stakeholders in the community; represent HSO at events to provide education regarding affordability options.
13. Complete Community Needs Assessment's as directed by V.P. of Marketing and Development.
14. Exhibits brand characteristics of Friendly, Accessible, and Credible.
15. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

1. No supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have reliable transportation and valid driver's license.

LANGUAGE SKILLS:

- Must have excellent communication and presentation skills. Must be able to relate with a diverse population, exhibit understanding of different cultures, and socio-economic groups.

MATH SKILLS:

- Basic math skills; tracking and data collection.

COMPUTER SKILLS:

- Must be proficient in MS Office, especially Word, Excel, and Power Point.

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min.6 mos.- 2yrs.*)
- Associate Degree in:
- Bachelors Degree in:
- Master's Degree in:
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

Type of Experience:

TRAVEL REQUIREMENTS: Travel on behalf of HSO

ENVIRONMENTAL CONDITIONS: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. (List specific conditions for the position if any)

Potential exposure to blood and body fluid:

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*
- Category III** – *Performs tasks that involve no exposure to blood, body fluid or tissue.*

PHYSICAL DEMANDS: The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Activity: **(Check all that apply)**

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

Employee Signature Date

Supervisor Signature Date