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|  | **POSITION:**  Reports to:  Approved:  Revised:  Department:  FLSA: | JOB DESCRIPTION  **Eligibility & Outreach Specialist**  Clinic Manager  September 1, 2019  July 18, 2018  Administration  Exempt |

**Basic Function:** This position provides information and assistance to individuals and families as they access resources related to Medicaid, Medicare, CHIP, and other government-sponsored programs. This position reviews applications, and may counsel and advocate for individuals and families as they access these resources. This position will also perform tasks related to outreach efforts, informing and educating the community on Creek Valley Health Clinic services and relationships with other healthcare organizations.

**Essential Functions:**

1. Initiate interviews to identity individual needs and eligibility for different public benefit programs
2. Review applications, and communicate with applicants as needed throughout the onboarding process of obtaining resources.
3. Advise patients on available resources that may be available to them and their family
4. Communicate with patients, providers, administrators, and third-party organizations to discuss available resources to patients and the community
5. Assist patients with accessing social services such as housing assistance, nutrition, relationship building
6. Host classes to the community discussing available resources, both regarding Creek Valley Health Clinic and other services / programs
7. Create outreach literature, including but not limited to brochures, fliers, mailers, postings, business cards
8. Assist with hosting health-related events such as the Creek Valley Health Fair
9. Interact with third party organizations and educate patients on the availability of health services
10. Assist with the continuous development of the organization’s website
11. Other duties as assigned

**Minimum Qualifications:**

1. Demonstrated experience in working with Medicaid, Medicare, CHIP, or other government program
2. Ability to interact face-to-face with individuals and families to discuss eligibility for resources
3. Possess a valid driver’s license.
4. Working knowledge of Microsoft Office products.
5. Detail oriented, organized, professional, and the ability to multi-task.
6. Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.
7. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Creek Valley Health Clinic’s security and privacy policies.

**Preferred Qualifications:**

1. Bachelor’s and/or Master’s Degree in Business, Healthcare, Social Work, or related field
2. Demonstrated success with eligibility and/or social services
3. Experience as an eligibility and / or outreach specialist for a healthcare organization
4. Experience working in a FQHC or RHC.
5. Firm understanding of Colorado City, Hildale, and the surrounding area.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in the Personnel Policy “*Dress and Personal Appearance”*.

**Physical Requirements:**

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| **Administrative Staff** | | | | |
|  | **Not Applicable** | **Occasionally** | **Frequently** | **Constantly** |
| **Stand** |  |  | **Χ** |  |
| **Vision - near** |  |  |  | **X** |
| **Vision – w/assistance** |  |  |  | **X** |
| **Walk** |  | **X** |  |  |
| **Sit** |  |  |  | **X** |
| **Handling** |  |  |  | **X** |
| **Reach outward** |  |  | **X** |  |
| **Reach above shoulder** |  | **X** |  |  |
| **Climb** |  | **X** |  |  |
| **Crawl** | **X** |  |  |  |
| **Squat/kneel** |  | **X** |  |  |
| **Bend** |  | **X** |  |  |
| **Lift/Carry** |  |  |  |  |
| **10 lbs or less** |  | **X** |  |  |
| **11-20 lbs** |  | **X** |  |  |
| **21-50 lbs** |  | **X** |  |  |
| **51-100 lbs** |  | **X** |  |  |
| **Over 100 lbs** | **X** |  |  |  |
| **Push/Pull** |  |  |  |  |
| **12 lbs or less** |  | **X** |  |  |
| **13-25 lbs** |  | **X** |  |  |
| **26-40 lbs** |  | **X** |  |  |
| **41-100 lbs** | **X** |  |  |  |
|  |  |  |  |  |
| Not applicable | Activity does not apply to this position | | | |
| Occasionally | Position requires this activity up to 33% of the time (0-2.5 hrs per day) | | | |
| Frequently | Position requires this activity from 33%-66% of the time (2.5-5.5 hrs) | | | |
| Constantly | Position requires this activity more than 66% of the time (5.5 hrs +) | | | |

**OSHA CATEGORY CLASSIFICATION:**

I understand that the duties that are required of me place me in a Category II.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

Travel 🗵 is □is not required. It is anticipated that travel will be: 🗵 5% – 10% □ 50%-75%

□ 10% – 25% □ 75% - 90%

□ 25% – 50%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. **Creek Valley Health Clinic will inform the employee when changes in the respective job description are made.**