



EMPLOYMENT OPPORTUNITY

Patient Engagement Specialist

Immediate Availability

June 29, 2017

The Patient Engagement Specialist is responsible to provide individual outreach to help clients/patients initially engage or maintain engagement in services. This position is responsible to provide education and alternatives to enable clients/patients to access services independently. The Patient Engagement Specialist will assist patients in reducing or eliminating any barriers to obtaining care. Other outreach/engagement activities may include community events, developing relationships with hospitals, urgent cares and emergency rooms, and working with community partners.

The duties of this position include, but are not limited to providing individual outreach to help clients/patients initially engage or maintain engagement in services; Working with Patient Navigators to ensure that care guidelines are accurate and up to date; generating reports identifying patients who have not been seen or are due for services and contact them to schedule an appointment; scheduling appointments according to Scheduling Guidelines, provide patients with directions and/or instructions as needed; maintaining logs indicating outreach attempts and action taken; recording activity in patients records as appropriate; reporting status and engagement productivity; providing education and alternatives to enable clients/patients to access services independently; working with patients to identify barriers to care and refers and/or assists accordingly; obtaining and updates demographic data for patients and schedules appointments as appropriate; identifying and utilize cultural and community resources. Establish and maintain relationships with identified service providers or hospitals; actively participating in patient outreach efforts both internal and external; developing relationships with community partners, local hospitals and urgent care facilities; notifying Supervisor and/or Manager of any issues regarding access concerns, trends in barriers of care and any other issue potentially affecting timely patient care; ensuring cultural sensitivities to the patient/staff of Tri-County Community Action Agency Health Center; demonstrating a working knowledge of Patient Center Medical Home approach to care; ability to know and understand the multiple computer-based information systems.

QUALIFICATIONS: A High School Diploma or GED is required. Bachelors preferred. Experience in Community Health preferred. Bilingual ability in English and Spanish speaking abilities preferred.

APPLICATION PROCESS: Cover letter and resume due to Tri-County Community Action Agency's Human Resources Director (Sue Connaughton) at sconnaughton@tricountyri.org; fax to 401-351-6611; mail to Tri-County Community Action Agency, 1126 Hartford Avenue, Suite 201, Johnston, RI 02919.

Tri-County Community Action Agency is an Equal Opportunity, Affirmative Action and E-Verify Employer. *Tri-County does not discriminate in employment practices on the basis of race, color, sex, religion, age, national origin, sexual orientation or veterans' status.*