



## Job Description

### **Outreach Specialist**

#### **Position Summary**

The Outreach Specialist is responsible for promoting Health Home and Care Management services, and educating the surrounding resources, potential applicants and the community about these services. In promoting such services, the Outreach Specialist will spend some time in the community, with the expectation of generating appropriate referrals to the above programs, and ensuring that eligible applicants have access to these services. Additionally, this position will provide intake assessments and provide services to engage Health Home clients identified as Outreach.

#### **Responsibilities:**

- Identify community agencies and resources that serve populations which can benefit from Care Management services;
- Design and create marketing information/flyers to promote the programs;
- Network and develop relationships with the above community agencies and resources;
- Present and represent program to above networks and eligible applicants in community;
- Have flexibility with schedule; may require some evenings
- Meet productivity standards;
- Provide eligibility for care management program for eligible applicants;
- Collaborate with program coordinator for case disposition of eligibility;
- Assess client's success and satisfaction in the environments of living, learning, working and socialization;
- Advocate for and assist clients in gaining access to entitlements and benefits, health and human services, including preparation and coordination of applications;
- Responsible for crisis coverage of caseload when indicated;
- Provide outreach in the community via home visits to engage clients and link to services;
- Identify and advocate for improvements in the services that our clients receive;
- Participate in care management and other inter-disciplinary team meetings for case reviews, exchange of information and supervision;
- Compile reports and maintain records in an accurate and timely manner in accordance with appropriate requirements; assisting with chart compliance and adherence
- Assist with agency and after hours crisis intervention and assessment.



### **General responsibilities:**

- Attends workshops, conferences and staff development training seminars on current practices as directed by the Executive Director or supervisor to acquire continuing education in the appropriate field; implements what has been learned;
- Maintains cooperative relationships with all referents and community resources
- Undertakes related duties as assigned;

### **Administrative Relationships**

The Outreach Specialist reports directly to the Program Director, Program Coordinator, or designee as assigned and works collaboratively with other staff. If peer, participates in peer support supervision group as directed.

### **Qualifications**

High school degree or equivalent required; Bachelor's/Master's degree preferred. Peer advocacy training and/or some experience working in the mental health field required. Applicants with lived experience in navigating mental health/substance abuse services and ability to model principles of recovery and wellness are strongly encouraged to apply. Applicant must be able to draw on his/her own personal experience while being able to transcend own personal events to articulate the experience of the served individual. Applicant must have excellent computer skills, be fluent with manipulating and formatting text and numerical data; insert, delete and manipulate cells, rows and columns; and create and save worksheets, charts, and graphs. Excellent verbal and written skills and comfort with public speaking. Valid driver's license, insurability through agency's insurance and use of own car required.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate. The employee is frequently required to stand; walk; and operate and reach with hands and arms. The employee must frequently lift and/or move up to 5 pounds.

### **Job Description Acknowledgement Form:**

I have received, reviewed and fully understand the job description above for position of Outreach Specialist. I further understand that I am responsible for the

5/16/14



satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Supervisor Name \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_