



The Guidance Center of Westchester
256 Washington Street
Mount Vernon, NY 10553
TheGuidanceCenter.org

POSITION: Community Outreach Specialist & HCBS Assessor

PROGRAM : Health Home Care Management 2600

HOURS: 35 hours/week

JOB DESCRIPTION:

OUTREACH SPECIALIST'S TASKS:

- Identify, locate, engage, and educate potential enrollees about Health Home Services.
- Conduct progressive outreach and follow up services to facilitate enrollment and engagement with Health Home services.
- Maintain existing and generate new professional relationships with referral sources, including physician's office, assisted living facilities and hospital personnel, including but not limited to case managers, social workers, discharge planners and other appropriate referral sources.
- Participate in, coordinates and attends community events, education workshop, and health fairs.
- Outreach to local community to build up referral sources, conduct necessary home visits to potential members' home to assist enrollment when appropriate.
- Obtain consents for enrollment and connect individuals with care management services.
- Submit completed referral package to the Health Home Referral Coordinator for processing.
- Facilitate the exchange of information and promoting interdisciplinary dialogue to customize services to best meet participants' needs within the parameters of available services

HCBS ASSESSOR'S TASKS:

- Construct and document HARP eligibility assessments and Plans of Care (POC) for HARP-enrolled members
- Submit Level of Service Requests Determination (LOSD) and Plans of Care to Managed Care Organizations for approval
- Act as a point of contact for Managed Care Organizations (MCOs) related to the linkage of members to HCBS.
- Link members to Home and Community Based Services (HCBS) that address their needs.
- Work collaboratively with members, Peer Specialist and Supervisor towards linkage of clients to HCBS.
- Conduct presentations for potential members and provider staff around HCBS.
- Outreach potential new members, provide information about HCBS and assist HARP-eligible members with enrolling in HARP plans.

- Travel to members' homes, providers, and other community settings throughout Westchester County.
- Utilize GSI and Health Commerce System (HCS) to document work in a timely manner
- Participate in care coordination staff meetings
- Make referrals for ongoing support to health home care coordination
- Attend internal and external trainings as required
- Maintain client confidentiality
- Provide regular communication with Care Management team members to share information and ensure care is relevant and informed.
- Appropriately respond to any missed appointments.
- Participate in provider training and participate in professional development activities.
- Complete all other assignments.

Qualifications:

A Bachelor's degree with a major or concentration (minimum of 24 credits) in social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology, speech and hearing, or other human services field; OR a NYS teacher's certification for which a bachelor's degree is required; OR NYS licensure and registration as a Registered Nurse and a bachelor's degree PLUS Two years of experience in providing direct services, or a substantial number of care coordination services, to people with serious mental illnesses, developmental disabilities or substance use disorders. A master's degree in one of the qualifying education fields may be substituted for one year of experience.

Or:

A Bachelor's Degree in another discipline PLUS five years' experience working with the applicable population(s), as described above.

PREFERRED:

Experience working in interdisciplinary teams; experience providing care management or care coordination in a medical or behavioral health environment; experience working with the chronically ill.

Work history with diverse population

Proficient in data entry, use of electronic health reporting or similar databases, MSWord, Excel.

Excellent oral and written communication skills.

Excellent organizational skills with ability to pay close attention to deadlines and detail.

Ability to interact professionally with clients, co-workers, and staff of other agencies at all levels.

Ability to convey enthusiasm, positive outlook, competence, and caring.

SALARY: TBD

Please include cover letter with resume.

SEND RESUMES TO:

Email: cwebb@theguidancecenter.org

Fax: 914.664.8181