



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

POSITION: Engagement Specialist

PROGRAM: Integrated Services

HOURS: Full time 35 hours a week

SKILLS/ABILITY:

- Bilingual Spanish required
- Bachelor's degree required
- Familiarity with electronic medical health records
- Must have excellent computer skills and knowledge of a variety of computer software applications in word processing, spreadsheets, database software (MSWord, Excel, Access and PowerPoint)
- Excellent interpersonal skills and ability to interface service providers, school personnel, community stakeholders, patients/students/families and staff
- Ability to interact and communicate effectively with diverse populations
- Must be independent, proactive and able to anticipate needs based on calendar and workload
- Strong administrative and organization skills with extreme attention to detail.
- Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands
- Experience with health insurance preferred

JOB DESCRIPTION:

The Guidance Center of Westchester is an innovative nonprofit agency that provides a wide array of mental health, substance use and rehabilitative services to children, adolescents, and adults in Westchester. We are seeking an engagement specialist to join our multidisciplinary team in the provision of comprehensive mental health and substance use services. The Engagement Specialist is a new role on the team that will assist with eliminating and assessing barriers to treatment and monitoring engagement. The Engagement Specialist's responsibilities will include running a daily report of no show appointments and outreaching to clients via phone and letters. Other quality assurance initiatives will include surveying referral sources and participants. The Engagement Specialist will also assist in monthly health insurance verification.

SALARY: Commensurate with Experience

SEND RESUMES TO: Ishara Ruffins

HIRING SUPERVISOR: Ishara Ruffins

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