



Cow Creek Government Office

Position Description

Position Title: Community Outreach Coordinator

Department: CCH&WC

Reports To: Medical Front Office Supervisor

FLSA Designation: Non-Exempt

Date Written/Revised: 4/2016

POSITION PURPOSE:

The Community Outreach Coordinator is primarily responsible for the coordination of health insurance benefits for all clinic patients. Registration prior to clinic visits and assists patients in applying for medical and social services. Provide outreach, referrals and customer services. Thoroughly understands public programs and maintains Tribal Resources Manual.

ESSENTIAL FUNCTIONS:

- Assuring all patients have insurance coverage and or access to alternate resources (works closely with CHS to manage OHP applications); tracking clinic users via an extensive software system. Assists patients in advocacy and resources for their healthcare needs.
- Provides patient outreach, education and counseling regarding program guidelines and is directly responsible for training staff on policies and procedures in regards to identifying patients eligible for assistance.
- Assists patients in advocacy and resources for their healthcare needs.
- Provides outreach services at tribal community events.
- Troubleshoot, log and respond to customer complaints re: health insurance and alternate resources. Assure positive customer relations and service.
- Demonstrates respect and sensitivity to cultural/social differences in interactions with both patients and staff.
- Demonstrates initiative and problem solving skill using sound judgment.
- Familiar with HIPAA compliance rules as they relate to TPO; maintains strict confidentiality.
- Responds to patient requests for information or services.
- Serves as liaison between tribal members and medical staff so as to assist with wrap-around medical and social services. Develops methods to break down barriers and make services more available to the patients and family.
- Develops cooperative relationships with other service providers to enhance services to the patients.
- Prepares reports, correspondence, statistical analysis of program, and recommendations regarding program.
- Meet with all new patients. Register their information into the registration program.
- Run the Tribal OTC (Over the Counter) Program.
- Completes assigned tasks in a timely manner.

QUALIFICATIONS:

- High school diploma or GED equivalent, required
- Two years of outreach, customer service and referral work experience, required
- Two years of experience in field of health or social services
- Experience working for tribal or another cultural entity, preferred
- Proficient with Microsoft Excel and Word
- Excellent verbal and written communication skills.
- Valid Oregon driver's license, required
- Cover Oregon Certified Community Partner Certification, preferred or the ability to obtain within 90 days of employment.