



JOB DESCRIPTION: CLIENT OUTREACH AND ENGAGEMENT SPECIALIST

Date: March 2021
Grade: 3
Location: Administration
Supervisor: Healthcare Scheduling Analyst
Exempt: No

GENERAL PURPOSE: Under supervision from the Healthcare Scheduling Analyst, this position will re-engage clients/families that have missed appointments with their clinician or prescriber; manage disengaged client caseload; and support clinical staff in general by providing the necessary follow-up and documentation to clients who have been identified as disengaged.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Direct Service:

- Contact the clients referred by the Center’s outpatient clinics who are not attending scheduled service appointments to:
 - Understand the unique perspective of the client, confirm if they wish to continue services and identify barriers they are experiencing to attending scheduled appointments;
 - Address the identified barriers (i.e., different day, time, new clinician, etc.)
 - Schedule clients into medication clinics, therapeutic services, etc. to re-engage them
 - If client cannot be re-engaged in treatment services, create Discharge/Transfer Planning for client
- Screens and evaluates risk of consumers referred for services.
- Screens and evaluates requests for services.
- Makes referral and links client to Emergency Services or the CWC/Mobile Crisis when an acute crisis situation is identified.
- Assesses and evaluates client needs, strengths, goals and resources.
- Refers and links clients to Center services and other human services programs after a series of continued late cancels or client no shows for appointment.
- May deliver person centered, culturally sensitive evaluations, trauma informed services as defined by position. These services may be delivered in various locations.
- Works with interdisciplinary team in reviewing cases and developing Individual Service Plans to reengage clients into services.
- Works closely with front office and call center coordinators to schedule services for the time the client is available.
- Consults with other Center staff regarding assessments and service plan development.
- Consults with other service agencies around case-specific and programmatic services.
- Schedule external referrals and following up with Tri-County Medicaid referrals
- Coordinate follow up with CMH referral process to support client engagement in services.
- Meets the Center’s standard for:
 - Client Care hours

- Completion of All Documentation

Administrative:

- Maintains client charts according to the standards outlined in the Center's record keeping policies and procedures
- Maintains 100% compliance with client care hours, documentation, scheduling, and scripting standards as defined and referenced within the performance review instrument, employee handbook, and the Center's Vision, Mission, Values, and Beliefs.

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines.
- Responsible for supporting the Center's Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a *One Team Mindset*.
- Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required.
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor.
- Reviews and acknowledges Center policies and procedures as requested/required.
- Other duties as assigned.

MISC. DUTIES AS ASSIGNED

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of an expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: No supervisory duties.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- Bachelor's level degree in social work, psychology, health education, or public health required.
- 3-5 years.
- Ability to enter data on The Center's computerized record keeping system.
- Ability to interact with people in a professional, friendly manner.
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team.
- Experience in a medical and/or human services environment strongly preferred
- Ability to communicate clearly and professionally, orally, and in writing with employees, clients, etc.
- Ability to provide quality customer service in a professional manner
- Ability to work independently and as a team player

- Ability to work in a diverse environment
- Ability to effectively communicate with all levels of the organization, maintaining confidentiality and exercising extreme discretion
- Excellent problem solving/judgment skills and high level of attention to detail and accuracy
- Ability to perform in an organized and efficient manner, demonstrating adaptability and flexibility
- Proficient in Excel, PowerPoint, Outlook, and Word.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES: *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Works extended hours in front of a computer monitor.
- Required to talk and hear.
- Often requires sitting and use of hands and fingers, to handle or feel.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl.
- Vision abilities required by this job include close vision.
- The noise level in the work environment is usually quiet to moderate.
- Scheduled hours of work may change as program needs change.

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

Signature

Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.