



POSITION ANNOUNCEMENT

Position: Outreach Specialist

Reports to: Director, Care Management Services

Function: Locates and engages eligible care management enrollees and supports the care team in the delivery of care management, care coordination, health promotion, transitional care, client and family support, and linkages to community and social services

Tasks:

- Works with the Supervisor or assigned staff to plan ways to locate, contact and engage care management eligible individuals
- As needed, gathers additional contact information for clients via the internet, through speaking with providers and other partners, etc. to help locate clients
- Contacts eligible clients through a variety of mechanisms, including telephone, mail, and face-to-face
- Searches for clients in the community setting i.e., homeless shelters, parks, doctor's offices, going door-to-door, or traveling to other areas where clients may frequent
- Informs clients of their eligibility for care management, explains program benefits, reasons for eligibility, and answers questions that clients may have about the program
- Obtains client signature on consent forms
- Tracks which clients should be revisited and when, if they did not sign a consent form to join the program following the initial contact
- Conducts initial questionnaire of consented clients to confirm the appropriate health home team in which to assign client
- Liaises between just-enrolled clients and care team, including facilitating a direct hand-off of client to the assigned Health Home care team
- Accompanies client to first meeting with Health Home care team staff, if deemed appropriate
- Facilitates linkages to entitlements, community and social services for care management clients, accompanying clients where required
- Documents all client-related contacts and activities, supports Health Home Quality Assurance and SDOH required reporting processes
- Works with referred clients to secure housing by connecting eligible clients to a city-contracted Street to Home outreach program
- Works directly with referred clients to secure housing if they are not eligible for a street to home outreach program
- Prepares clients for housing interviews, and accompany them to interviews if appropriate

- Helps gather and compile information on housing resources for care team staff
- Collaborates with Care Coordinators and other care team members to provide short-term follow-up to clients once permanent housing is obtained to ensure that client is appropriately and stably settled into new housing situation
- For clients who are applying for housing, set up appointments for TB Test, assists client with obtaining identification, accompanies clients to obtain entitlements, and contact client's mental health provider to obtain a psychiatric evaluation for client's housing package
- Attends weekly care team meetings
- Attends in-service trainings as requested.
- Submits required reports in a timely manner.
- Duties as assigned by Supervisor

Qualifications: BA in Psychology or a related field or High School Diploma with significant experience working with adults with mental illness.

Salary: \$37,454 plus Generous Benefits Package

Email a resume, cover letter and contact information for 3 professional references to:

Sharon Royer
Director, Human Resources and Information Management
Email: jobs@acmhny.org

ACMH is committed to the mental and physical wellbeing of vulnerable New Yorkers and is a leader in the provision of outreach and engagement, care management, rehabilitation, and supportive housing.

For more information, visit our website: www.acmhny.org