

IRIS HOUSE, INC.
COMMUNITY OUTREACH WORKER POSITION DESCRIPTION

Position Title: **Outreach Specialist**

Reports to: Director of Testing & Outreach

Position status: Part-time (2 days a week)

Location: Iris House Eastside Headquarters
2271 Second Avenue

POSITION SUMMARY

The Community Outreach Specialist (COS) will be responsible for conducting targeted outreach and administering the Patient Activation Measure (PAM) survey to uninsured individuals. The PAM survey identifies where an individual falls within four different levels of activation. The COS will as part of the survey process coach individuals to increase engagement (activation) in their healthcare including connection to insurance coverage as well as primary care and preventive services and will be responsible for providing referrals for Medicaid and following up to ensure the referral was kept. Related services may include client escorting, assistance with documentation and tracking of referrals.

ESSENTIAL POSITION FUNCTIONS

1. Conduct Patient Activation Measure (PAM) surveys to uninsured individuals and provide referrals for Medicaid
2. Conduct outreach to soup kitchens, homeless shelters and places where uninsured individuals reside/congregate. Provides resource information about Medicaid
3. Collect contact information to enhance the follow up process for referrals and other services. Document all follow up responses on the excel PAMs follow up log
4. Provide monthly report on all outreach activities, number of PAMs and referrals conducted
5. Participate in all program evaluation and continuous quality improvement activities as required
6. Conduct assigned administrative duties and other assigned job duties as required

POSITION REQUIREMENTS

Education: High School diploma, Associates Degree in Human Services or related field or equivalent educational and work experience.

Experience: Minimum of one (1) year of outreach experience working with hard-to-reach populations.

Other Requirements: Knowledge and understanding of the Medicaid system. Excellent communication skills; must be proficient in the use of computers, including Microsoft Excel and internet research. Bilingual required. Ability to travel extensively in New York City's five (5) boroughs.

Contact information: Qualified Candidates please respond via email with a letter of introduction and resume to Iris House human resources department at kdejesus@irishouse.org.