



Adirondack Health Institute

Referral and Outreach Specialist

Experience with providing direct services highly preferred!

Adirondack Health Institute (AHI) is an independent, non-profit organization that is leading the way in rural health care transformation across a nine-county region of the North Country. AHI supports hospitals, physician practices, behavioral health providers, community-based organizations, patients and others in our region to transform healthcare and improve population health.

AHI is seeking dedicated, motivated, and highly passionate individuals who share our drive and commitment to making a difference by improving the health of our community. We are seeking a **Referral and Outreach Specialist** to join our team in our Glens Falls, NY office.

The Referral and Outreach Specialist will develop, plan, and implement member outreach programs for the Medicaid Health Home Program. The Referral and Outreach Specialist will lead in the identification and coordination of services and resources for Health Home candidates and members. This individual has the primary responsibility for the timely and accurate facilitation of community referrals. The Referral and Outreach Specialist assists members with the intake and enrollment process and facilitates warm hand-off to network providers. This individual also verifies and updates information by accessing multiple systems and assures that all members, partners, and program stakeholders are given appropriate information and prompt and courteous service with an emphasis on maintaining member confidentiality.

Responsibilities of the Referral and Outreach Specialist also include:

- **Operations**
 - Acting as a first line of support for successful facilitation of community referrals and transfers;
 - Managing the assignment of potential Health Home members to the most appropriate downstream provider;
 - Generating reports as needed using Excel and other programs;
- **Service Coordination**
 - Completing special projects by organizing and coordinating information and requirements;
 - Serving as Health Home liaison for the facilitation of referrals and warm hand-offs;
 - Developing positive relationships with health home candidates, members, and community organizations in order to engage the target population(s) in the service delivery process;
 - Completing members' assessments to obtain consents.

Education & Experience: Ideal candidates will have a Bachelor’s degree in child and family studies, community mental health, counseling, education, nursing, occupational therapy, physical therapy, psychology, recreation therapy, rehabilitation, social work, sociology, or speech and hearing; or NYS licensure and current registration as an RN and a Bachelor’s degree; or Bachelors-level education or higher in any field with five years’ experience working directly with persons with behavioral health diagnoses; or Credentialed Alcoholism and Substance Abuse Counselor (CASAC) with at least two years’ experience.

Experience providing direct services to persons with serious mental illness, developmental disabilities, alcohol or substance abuse or experience linking persons who have serious mental illness, developmental disabilities, alcohol or substance abuse to a broad range of services essential to successfully living in a community setting is highly preferred. Experience with community-based organizations preferred.

Other Skills: Candidates must have strong computer skills, including Microsoft Excel, Word, and PowerPoint. The ability to navigate web-based portals, databases, and forms is required. Excellent verbal communication skills are a must, as is the ability to maintain detailed documentation and records in an organized fashion.

Other Requirements: Must have a valid New York State driver’s license and vehicle, or provide evidence of mobility within assigned community.

Position Schedule: Full – Time; Monday through Friday with occasional early morning, evening, and/or weekend hours to accommodate special events or initiatives. Though work is normally performed in an office setting, the Referral and Outreach Specialist must have the ability to travel as required to work with staff and clients, meet with consultants, and to participate in conferences. Travel is primarily local during the business day with occasional overnight travel.

FLSA Status: Exempt

At AHI, we are leading the way in rural healthcare transformation. By partnering with regional health care providers and community-based organizations, we strive to improve care, lower costs, and realize a healthier future for the Adirondack region. If you are enthusiastic, energetic, and ready to “roll up your sleeves,” this is your new opportunity!

AHI provides a friendly and challenging work environment and a comprehensive benefits package. To apply, visit <http://ahihealth.org/application-for-employment/>.

AHI is an Affirmative Action EEO employer and provides opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. AHI will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.