



## Adirondack Health Institute

### Community Engagement and Outreach Specialists

*If you have an interest in working in the community and developing relationships, apply today!*

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.

At AHI's Care Management Agency, we understand that when you join our team, you're not merely joining for work; and teamwork means more than being cooperative. The Care Management Agency at AHI prides itself on understanding who you are, preparing you well for the position, and matching your strengths to the position to help you work best. We focus on developing camaraderie, knowing that we depend on each other and seek to discover how we can grow together as a team and as an agency.

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 **Community Engagement and Outreach Specialists** to join our team in our Glens Falls, NY office.

Community Engagement and Outreach Specialists are responsible for candidate marketing and outreach efforts. This role is responsible for assigning cases to care coordination specialists for service coordination and enrollment into the Health Home program. Community Engagement and Outreach Specialist s maintain an outreach and care management caseload. The specialists in this role will present Health Home program information to community stakeholders and educate agencies on services and the referral process. Community Engagement and Outreach Specialists develops relationships with candidates and enrolled members to engage target populations in the service delivery process.

Responsibilities of the Community Engagement and Outreach Specialists also include:

- Focusing attention on enrolling high risk and high need clients through robust community outreach and engagement strategies;
- Offering and providing care coordination services to both outreach and enrolled clients;
- Educating community provider organizations on the Health Home program's offerings and availability, and referral process;
- Communicating resource needs to leadership to improve quality of care;
- Supporting organizational commitment to quality;
- Participating in program-wide strategic planning related to quality;
- Aligning quality activities and internal auditing tools with program goals and metrics;
- Engaging stakeholders to promote quality and value-based outcomes.

**Education & Experience:** Bachelor's degree required with at least two years' experience providing direct services to persons with serious mental illness, alcohol or substance abuse; or experience linking those persons to services. Health Home experience a plus.

**Other Skills:** Candidates must have experience with care management standards and best practices. Strong comfort level and experience with Microsoft Office (Outlook, Word, and Excel) is required. Successful candidates will have strong knowledge of community resources (medical, behavioral, social). Strong computer skills, including the ability to navigate web-based portals, databases, and forms is

required. Candidates must be highly organized and have a strong attention to detail. The ability to articulate information clearly and concisely in verbal and written formats to a variety of audiences is required. Candidates must be comfortable operating in a highly matrixed organizational structure.

Community Engagement and Outreach Specialists must have the ability to articulate information clearly and concisely in verbal and written formats to a variety of audiences. Candidates must have a demonstrated ability to develop and maintain professional relationships with internal team members and external stakeholders. Superior multitasking and prioritization skills are a must. Candidates should enjoy working both independently and as part of a team.

**Other Requirements:** Must have a valid New York State driver's license and vehicle, or provide evidence of mobility within assigned community. Community Engagement and Outreach Specialists must have the ability to travel as required to work with staff and clients, to meet with clients in their homes and/or the community, and to participate in learning events, trainings, and conferences. Travel is primarily during the business day throughout assigned/designated regions (e.g. Saratoga, Warren, and Washington counties); occasional overnight travel possible.

Community Engagement and Outreach Specialists must have the ability to sit (or stand at a standing desk) for prolonged periods of time as documentation work is performed in an office setting. Must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone.

**Position Schedule:** Full-Time; Monday through Friday with occasional early morning, evening, and/or weekend hours to accommodate special events or initiatives.

**FLSA Status:** Exempt

AHI is 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 want to join a team where your unique experience, skills, and input are valued, this is your new opportunity!

AHI provides a friendly and challenging work environment and a comprehensive benefits package. To apply, please visit <https://ahihealth.org/who-we-are/careers/> and complete an online application.

*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.*