

## **Job Description**

**Department:** Intake

**Job Title:** Patient Engagement Specialist

**Reports to:** Director of Community Care Coordination

**Job Purpose:** The Patient Engagement Specialist serves as a vital link between Siouxland Mental Health Center and the patient's we serve. The Patient Engagement Specialist is an integral part of the healthcare team and will be responsible for conducting patient outreach by in person, telephonic, and virtual care to foster engagement in SMHC's care model.

### **Essential Duties and Responsibilities:**

- Demonstrate excellent customer service and engagement services both in person, telephonic, and virtual activities.
- Be patient focused including the ability to put patients at ease and maintain composure while addressing stressful and/or challenging healthcare situations.
- Achieve triple aim of healthcare and help to dramatically improve the patient experience at Siouxland Mental Health Center.
- Conduct and triage multiple patient calls, virtual visits, and in person visits daily to follow up with patients and their mental health care.
- Effectively support patients and respond promptly to their needs.
- Follow up with patients who have not been engaged in our care model to support them in accessing care at SMHC.
- Educate patients on all available services at SMHC and refer to appropriate services as needed.
- Handles and initiates calls to address patient concerns and provides support.
- Provides basic health education information by in person visits, telephonic care, and virtual care.
- Maintains database and statistics on patient engagement. Create and maintain comprehensive project documentation, plans and reports.
- Documents patient engagements, contacts, and resolutions.
- Participates in the establishment or revision of policies, procedures, guidelines, goals and objectives.
- Design and implement community engagement projects, especially for patient groups currently under-represented or under-served by SMHC.

- Market SMHC to new patients and lead communication efforts with media outlets.
- Maintain patient privacy and adhere to all HIPAA standards. Adhere to the Code of Conduct and be compliant. Keep up to date on new laws and regulations regarding healthcare delivery and patient care.
- Participate in various workgroup and committee activities to support departmental and organizational efforts to improve the quality of services throughout our systems of care.

**Additional Duties and Responsibilities:**

- Accomplish all tasks as appropriately assigned or requested.

**Competencies:**

- Analytical—the individual synthesizes complex or diverse information.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts productive meetings.
- Delegation—the individual delegates work assignments, gives authority to work independently, and sets expectations and monitors delegated activities.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Management skills—the individual includes staff in planning, decision-making, facilitating and process improvement; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.

**Experience and Education:**

Required:

- Associates Degree
- 1+ years of related customer service experience preferably in medical field.

Preferred:

- Bilingual
- Bachelor's Degree in Social Work or related field

*This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.*