



Job Title:	Outreach and Engagement Specialist (Dental)
Reports To:	Chief Dental Officer
FLSA Status:	Non-Exempt
Days/Hours of Work	A typical workweek is Monday – Friday; 8am – 5pm however the position may be required to work flexible hours, additional hours and some weekends.
Location	Escambia Community Clinics, d.b.a., Community Health Northwest Florida (CHNWF)

JOB PURPOSE

The Dental Outreach and Engagement Specialist’s responsibility is to expand current dental services and facilitate engagement with Community Health Northwest Florida patients and area residents. This will include working with providers, patients, staff, community partners, local and state organizations. Outreach and Engagement specialists work closely to manage identified needs, stabilize participants, and connect patients to CHNWF resources with a focus on Dental services. This includes providing an “in-reach” service to new and existing patients to educate and coordinate dental health services. Patient confidentiality and knowledge of HIPAA rules is a priority.

ESSENTIAL FUNCTIONS

1. Engages proactively in daily outreach to community resources to educate and coordinate CHNWF dental services at all locations including the Mobile Dental Unit;
2. Where requested, provide marketing and presentations to community resources to educate, collaborate and coordinate CHNWF dental services;
3. Attend relevant community meetings; participate in various councils; roundtables and committees
4. Facilitate the engagement and scheduling of eligible health center patients, service area residents CHNWF’s dental services.
5. Assist in the education and connection to other benefit programs that CHNWF can support to include referral management.

6. Track and follow-up patient participation through completion of applications, patient follow-up, scheduling and report on outcomes;
7. Perform new patient education that includes a review clinic of guidelines requirements, and financial counseling;
8. Conduct telephonic, written and face to face outreach and retention services to coordinate care for CHNWF patients;
9. Work closely with CHNWF's clinical teams to identify, locate, engage and enroll patients eligible for dental services;
10. Educates and assists the clinical team by providing information about CHNWF dental services;
11. Assist patients enrollment in CHNWF services as needed;
12. Provide registration and scheduling support as directed;
13. Communicate and coordinate outreach events with dental staff;
14. Utilize Dentrax and CHNWF Electronic Health Record system(s) to support enrollment and scheduling of dental services;
15. Provide follow up services via telephonic or face to face engagement with patients and service planning partners as needed to coordinate dental service reminder scheduling and reminder calls;
16. Actively participate in clinical meetings or huddles;
17. Develop positive relationships with staff, providers, and community partners to promote and support the functions of the position and goals of the organization and dental services;
18. Assists with tasks pertaining to setting up workshops and programs;
19. Perform other tasks as needed to ensure the continued functioning of the organization.

SUPERVISION

Not Applicable

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

MINIMUM REQUIREMENTS

High School Diploma
Experience working in a dental office
Knowledge of dental terminology
Current Florida driver's license;
Proficient with Microsoft Suite (Word, Excel, PowerPoint)

PREFERRED EDUCATION AND EXPERIENCE

Associate's Degree or Bachelor's Degree in a health profession is preferred but not required;
Experience working in a Federally Qualified Health Center (FQHC) and/or non-profit health care setting;
Experience with electronic health records.

PROFESSIONAL ATTRIBUTES

Outgoing and capable of building relationships with co-workers and clinic employees;
Develop effective, trusting relationships with community members, with a focus on facilitating the maintenance of improved physical and dental health .;
Professional business attire is required

KNOWLEDGE, SKILLS AND ABILITIES

Ability and resource to travel for periodic work assignments;
Experience and proficient with Microsoft Suite products (Word, Excel, Outlook, PowerPoint);
Ability to establish and maintain effective working relationships with staff, patients and the public;
Ability to engage patients and diffuse difficult situations;
Able to work independently and take an initiative to develop and complete relevant projects applying reasonable and sound judgment;
Comfortable speaking and engaging with staff at multidisciplinary levels such as doctors, nurse practitioners, and leadership/management;
Ability to effectively present and respond to questions from families, patients, and providers;
Ability to work in an environment with changing priorities;
Demonstrates strong critical thinking skills with the ability to identify basic problems and procedural irregularities, collect data, establish facts, and draw valid conclusions;
Knowledge of HIPAA privacy rules and regulations;
Able to work with patients who have multiple barriers and limited resources and social skills;
Excellent oral and written communication skills;
Ability to manage multiple tasks;

Excellent organizational skills;
Ability to follow written policies and procedures;

WORKING ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk use hands to finger, handle or feel; and reach with hands and arms.

EXPECTATIONS AND COMPETENCIES

Behave ethically: Understand ethical behavior and business practices to ensure their own behavior and the behavior of others are consistent with the standards and values of the organization.

Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.

Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

Make Decisions: Assess situations to determine the importance, urgency, risks, and make clear decisions which are timely and in the best interests of the organization.

Organization: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve problems.

AT- WILL EMPLOYMENT

Community Health Northwest Florida is an At-Will employer. This means that either you or CHNWF can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Executive Director of CHNWF.

PLEASE EXPRESS YOUR INTEREST IN WRITING BY FRIDAY, MARCH 30, 2018 TO DR. JACINTA WATKINS, CHIEF DENTAL OFFICER AT jwatkins@ecc-clinic.org.