Job Title: Community Liaison Worker Lvl II - Bilingual MANDARIN

Department: EXECUTIVE ADMINISTRATION

Location: Gouverneur

Full-Time Position

Hire In Rate: $41,483.00 (for employees new to HHC)

Salary Range: $41,483.00 - $41,843.00

Source of Funding: General Care

Civil Service Classification: Competitive

About NYC Health + Hospitals

NYC Health + Hospitals/Gouverneur provides primary and specialty outpatient care through its Diagnostic and Treatment Center (D&TC) and residential care for the elderly and infirmed in its 295-bed Skilled Nursing Facility (SNF). Gouverneur recently completed a $250 million modernization project to offer enhanced, cutting edge healthcare services in a state of the art space. NYC Health + Hospitals/Gotham, Gouverneur’s D&TC is the largest freestanding D&TC in New York, providing more than 250,000 visits per year on the Lower East Side. Gotham Health| Gouverneur provides a comprehensive array of on-site services, including primary care, pediatrics, women’s health, dentistry, behavioral health, podiatry, optometry, ENT, digital imaging, infectious disease, and other specialties and sub-specialties. NYC Health + Hospitals/Gouverneur Skilled Nursing Facility provides 24-hour care for individuals in need of short-term, long-term care or hospice care. The facility is rated as a Best Nursing Home by US News and World Report. Post-Acute Care services include physical therapy, occupational therapy, speech and audiology, and vocational rehabilitation.

Job Description

PURPOSE OF POSITION

The community Liaison Worker Level II serves as an Outreach worker to identify hard to reach, vulnerable and underserved populations. He/ she will develop and implement community ty outreach activities to ensure that individuals are promptly connected to primary care and other medical services at Gotham sites and off-sites, otherwise known as, Community Health Centers. The Community Liaison Worker also serve as a liaison between the community local organizations and Gotham Health sites and facilities. The community ty Health Worker will be responsible for connecting prospective patients with multiple disciplines across the continuum of health services offered by Gotham. Health and its community partners

SUMMARY OF DUTIES AND RESPONSIBILITIES

• Coordinates and schedules newly established patient’s appointments across the continuum of care for Gotham Health.
• Provides reminder calls and follow-ups of said patients as needed.
• Conducts insurance eligibility and assists patients in completing necessary insurance forms
through the NYS Marketplace.
• Links Gotham patients with community based services through local organizations.
• Identifies health care services for patients enrolled in care management programs.
• Engage and empowers patients participate in treatment plan development.
• Collaborates with community based partners to ensure coordination of clinical and community based services.
• Coordinates and conducts workshops on health and other services in collaboration with other community based organizations.
• Assists in data collection through community assessment surveys and partnerships.
• Assists patients with barriers that prevent their ability to enroll in health insurance and health care services.
• Develops and participates in marketing activities for all sites.
• Recruits new patients for all Gotham Health Centers and sites by attending community events, local meetings and partnerships.
• Creates linkage agreements with community based organizations, schools and neighboring agencies for the process of referring new patients to Gotham Health sites.
• Flexible nights and weekends to accommodate outreach events

Minimum Qualifications

For Appointment to Level I
1. One year of full-time experience in a government agency or community organization in providing community services to the public or in assisting members of the community in obtaining community services; or
2. Completion of an approved six month training program of combined classroom training and on-the-job experience in community liaison work, plus six months of full-time experience as described in “1” above.

For Appointment to Level II
In addition to meeting the qualification requirements of Assignment Level I, appointment to Level II requires:
1. Two additional years of full-time experience in counseling, community work or community health activities in a government agency or community organization engaged in providing community services to the public, assisting members of the community in obtaining community services or maintaining liaison with schools, community organizations or other government agencies for the purpose of providing assistance and obtaining participation and support for implementation of community or public service programs; or
2. Education and/or experience equivalent to “1” above. Study at an accredited college in sociology, psychology or other behavioral science may be substituted on the basis of 30 semester credits for each year of the experience described above. However, all persons must have at least one year of the full-time experience described above.

Minimum Qualifications

Bilingual in Mandarin required.