COMMUNITY OUTREACH REPRESENTATIVE IN PITTSBURGH PA

SEEKING CANDIDATE TO SERVE AS A LIAISON AND MEDIATOR BETWEEN MEMBERS, PROVIDERS, COMMUNITY CENTERS, AND THE ORGANIZATION.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Initiate outreach efforts, face-to-face, related to targeted preventive health, maternity, care transitions and chronic condition initiatives.
- Educate member(s) on the importance of targeted preventive health services, assess opportunity for care management intervention and make appropriate referrals, including referrals to the Behavioral Health Managed Care Organization (BHMCO) as needed. Contact member(s), providers and community agencies to coordinate access to preventive health services.
- Assist members with completing a Health Risk Assessment, identifies/providing direction to managing healthcare barriers (i.e. knowledge deficit, transportation, financial), scheduling appointments, and answering questions.
- Collaborate with human services providers to members in need of services.
- Understand the Organization’s lines of business and benefits for members in order to provide accurate and current information to member in the community.
- Contribute to the development and preparation of educational materials for members and providers.
- Conduct provider and community training on Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services and other special preventive health initiatives.
- Participate in the development of programs that are effective, measurable and innovative, with a special emphasis on reaching at risk members.
- Represent the company at community events, including events sponsored by community centers.

QUALIFICATIONS:

- Act 33/34 and 73 clearances
- Customer service and interpersonal skills
- Excellent written and verbal communication skills
- Ability to solve problems independently and creatively and be proactive, self-directed, assertive and creative in problem solving and system planning
- Ability to handle many tasks simultaneously and respond to customers and their issues promptly
- Must demonstrate patience and empathy when interacting with members and all internal/external customers
- Experience in a health care related customer service or marketing environment that would demonstrate the ability to positively impact the engagement of members in the organization's condition and case management programs (preferred)
- Bilingual, Spanish speaking (preferred)
- Basic medical terminology background (preferred)