



Apicha Community Health Center

JOB DESCRIPTION

Position Title: Outreach & Recruitment Specialist

Reports to: Outreach & Recruitment Coordinator

FSLA: Non-Exempt

Position Summary:

Conduct case finding and enroll prospective clients to the Health Home care management under supervision of Outreach & Recruitment Coordinator.

Duties and Responsibilities

- Outreach to prospective clients and engage them in a discussion around APICHA Health Home program benefits and enrollment.
- Enroll prospective clients into the APICHA Health Home program.
- Meeting the clients' enrollment quota set by APICHA Health Home program on a monthly basis.
- Develop referral sources targeting medical clinics and physicians to generate admissions/enrollment to APICHA Health Home program.
- Identify and recruit populations: low income individuals with chronic disease including HIV/AIDS, mentally ill and substance user to facilitate access to treatment and social services.
- Establish prospective clients and referral sources relationship and continuous interaction with them to generate admission to the program.
- Create calling and field work schedule on a weekly basis.
- Respond to prospective clients and referral sources (such as service providers) questions including call-backs to generate admission to the program.
- Update and maintain prospective clients of services rendered on require platform (e.g., eICARE, CCM, TREAT, RMA, BTQ).
- Update and maintain client-related records and other required documentations according to the protocols and standards of APICHA's Support Services Department.
- Working as a part of the team for the quality assurance and continue quality improvement (CQI) tasks.
- Work closely with other staff of the Department of Support Services to coordinate clients' care.
- Attend all required training sessions and meetings.
- Actively participate in any organizational activities (meetings, events, etc.).
- Represent the agency at various venues to promote agency services.
- Other duties as assigned.

Qualifications

- High school diploma/GED with 1 year of working experience required. College degree preferred.
- Experience in working with chronic disease including HIV/AIDS, LGT, Mentally ill Substance user preferred.
- Ability to articulate benefits of Health Home program.



- Ability to perform public speaking and making presentations in professional manner representing Apicha Health Home services.
- Fluency in one or more Asian languages or Spanish preferred.
- Fluency in English required.
- Self-motivated team player with multitasking abilities.
- Proven recruitment results and ability to sell benefit of Health Homes required.
- Superior customer service delivery skills required
- Organized self-starter.
- Adept at learning and using computer systems. Efficient in using common Microsoft office suite (Excel, Word).
- Ability to follow through instructions, and good attention to details.
- Ability to work flexible hours including some evenings and weekends.
- Ability to utilize public transportation to travel anywhere in the Metropolitan area of New York.
- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA

Apicha CHC is an equal opportunity employer. We do not discriminate on the basis of age, race, creed, religion, national origin, gender, disability, marital status, and affectional or sexual orientation.

Competitive Salary and Excellent Benefits. To Apply: Please send resume with cover letter stating salary requirement and three references by e-mail to vwacharakitja@apicha.org.

No phone calls please. Position is open until filled.