

POSITION DESCRIPTION**Engagement Specialist/Support staff III**

500 Old Lynchburg Rd
Child and Family Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Engagement Specialist/Support Staff III

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent functions as engagement specialist for the Child And Family Services of Region Ten. The incumbent handles the engagement activities with consumers enrolled and their families within the center. The incumbent also deals with administrative duties including but not limited to financials, insurance coverage, scheduling from a centralized calendar, billing issues, and provides coverage for support staff as back up or additional help.

The incumbent reports to the Director of Child and Family Outpatient and crisis of Region Ten's Child and Family Center and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Contacts consumers referred by centralized scheduling or otherwise identified as not attending scheduled service appointments to confirm if they wish to continue receiving services. The purpose of this contact is to:
 - a. Identify barriers to the consumer attending and assist with addressing such barriers.
 - b. Engage Consumers in other avenues of services such as group or differing levels of care as appropriate.
 - c. If consumers cannot be re-engaged in treatment services, create Discharge/Transfer planning for consumer and facilitate the appropriate program release.
2. Accurately and timely data entry including call logs, financials, and updates on client demography
3. Keeps scanning and filing up to date
4. Provides and acts as back up for centralized scheduling for the crisis and outpatient teams in Child and Family
5. Assists team with verification of client insurance and eligibility
6. Assists with front desk reception as back up
7. Fields call from families with questions about billing and follows up/problem solves billing issues throughout center
8. *Monitors consumer engagement in services through program reports in order to manage capacity within program.
9. Identifies barriers and strengths of family and collaborates with outpatient and crisis providers to assure access
10. *Refer and link consumers to agency services and other human service programs after a series of continued late cancelations or consumer no show appointments.
11. *Monitor and enforce agency No Show policy within the center.
12. *Coordinates and Collaborates with partner agencies with regards to referrals and exchange of information as related to MOU's and/or contracts between parties
13. *Meets with consumers either individually and/or within group setting to assist with re-engagement with service provision.
14. *Maintains a professional demeanor and attitude.
15. Provides cross coverage as needed for other Same Day Access support functions.
16. *Other job related duties as assigned.

QUALIFICATIONS:

The incumbent needs to possess the following knowledge, skills and abilities:

ENGAGEMENT SPECIALIST

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Knowledge of: Mental Health and Substance Abuse Diagnosis and Services, Community Resources, Microsoft Office Suite including Word, Outlook and Excel; standard office practices and procedures; secretarial techniques; insurance and billing practices; medical terminology; interview techniques.

Skills in: Verbal and written communication; problem solving; reception and secretarial techniques; basic bookkeeping; math; use of office equipment; computers, keyboarding and data entry; interpersonal skills.

Abilities to: Assess and engage with consumers appropriate, relate to and communicate with a wide variety of people; maintain confidentiality; recognize and function in a crisis situation; perform under stress; follow oral and written instructions; work independently, and at times, in office alone; manage attendance in order to ensure full time coverage needed.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
 800 Preston Ave
 Charlottesville, VA

POSITION ORGANIZATION CHART

CF Outpatient and Crisis Program Manager
|
Engagement Specialist

GRADE: 9

SCHEDULE: 40 hours per week

Position Description Updated: May 8, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date