



POSITION: Specialty Programs Lead –Part Time

REPORTING RELATIONSHIP: Director of Operations

POSITION SUMMARY:

Provides general management of the H.E.A.L., Dental, and Liver and other specialty programs. Provides case management services to patients through managing referrals and extending care outside the Shepherd's Hope Health Centers. Performs professional case management activities involving urgent dental cases. Serves as a liaison between Shepherd's Hope, Community Provider Partners, and other healthcare agencies in meeting the dental care needs of the community.

Major Responsibilities

- Case Management: communicating with patient via phone or email to inform them of referral process; obtain relevant dental information while documenting on patient's intake form and collect all electronic and paper referrals.
- Assess treatment needs: develop, monitor, and evaluate treatment plans and progress.
- Ensure that referrals are processed and connected timely to the appropriate Community Provider Partner.
- Manage patient's records by reviewing case notes and logging care progress.
- Prepares patient's discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training patients and family members; providing resources.
- Close cases: preparing final treatment records, amounts, discharge plans, and treatment results.
- Coordinates with the Manager of Community Outreach to recruit and retain dental care providers.
- Assist Community Care Manager with quarterly reporting numbers with thorough review and analysis of each patient's case.

*Other duties as may be required.

Education, Experience, and Licensing Requirements

MINIMUM EXPERIENCE:

Four year degree in Sociology, Counseling, Psychology, Health, Dental or Behavioral Sciences or a closely related field; or a two year R.D.H or LPN degree in nursing with related case management experience; or an equivalent combination of relevant education, experience or training. Fluency in English/Spanish. Ability to organize materials; must have computer skills, i.e. Microsoft Word, Outlook, Excel, etc. Ability to maintain a positive working relationship with volunteers, patients & community agency personnel.