

## **COMMUNITY OUTREACH AND ENGAGEMENT LIAISON (Santa Clara Region)**

### **POSITION SUMMARY:**

ResolutionCare | a Vynca company, is a fast-paced, fun entrepreneurial environment incredibly passionate about transforming end-of-life care. We are actively looking for an individual with outreach, discharge planning, and/or case management experience to help us continue our growth in Santa Clara County.

The person in this role will be highly motivated to develop growth of the palliative care program with core attention to hospitals and community clinics in Santa Clara County. As part of a growing organization, this individual will help to devise brand recognition strategy, elicit and process enrollments from referral sources, and share best practices with internal teams. The ideal candidate is a customer service professional with prior experience leading outreach and growth within healthcare settings. The ideal candidate has effective communication, technology, and relationship building skills, as well as existing relationships in Santa Clara.

Vynca is a fast-paced, fun entrepreneurial environment incredibly passionate about transforming end-of-life care. Vynca is a mission driven organization, with a team working together to improve the lives of individuals living with serious illness and their families. Our core values include: \* Taking Action, Delivering Results, \* Being Persistent and Resolute, \* Embracing Diversity of People and Ideas, \* Delivering Amazing Partner Experiences, \* Doing Something Good, Each Day, systems of autonomy and accountability - we say "If It Is To Be, It's Up to Me", along with a \* Culture that embraces diversity and \* a strong commitment to Caring for Each Other and Those We Serve.

The full-time position is a primarily remote position based in the target region that requires traveling to the hospitals and community clinics in Santa Clara County.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

This individual works as part of an interdisciplinary care team working in concert to provide a compassionate experience for patients and their families. The two main domains of responsibility are:

#### **Enrollment (80%)**

Increase and manage the enrollment of new patients through education of referring staff and relationship development. Responsible for providing essential initial support to help hospital and clinical discharge planners, and for meeting with patients and families to help with their enrollment and relationship building onto the admissions team (80%).

#### **Community Outreach (20%)**

Lead efforts in the community and within the organization to effectively grow brand awareness reflective of compassionate care, including in partnership with other organizations when appropriate.

- Conduct outreach to community partners to develop, improve, and sustain relationships, including but not limited to hospitals, referral sources, and community agencies.
- Coordinate organization's efforts to manage and grow enrollment for targeted regions, including tracking and ensuring systematic outreach to encourage referrals.
- Lead efforts in the community and within the organization to effectively grow brand awareness reflective of compassionate care, including in partnership with other organizations when appropriate
- Evaluate and track effectiveness of outreach activities.
- Offer ongoing best practice and mentorship to internal Outreach and Enrollment Associates and liaisons
- Visit individuals in their homes at times to help coordinate care.
- Consult with all staff members to understand and support enrollment and intake processes.
- Identify leads for expansion of services and develop strategy in assigned areas.
- Participate in all staff, census and other meetings.
- Weekly meetings with referrals teams, admissions, and others.
- Provides initial case consultations to patients and their families through in hospital/clinic visits, video technology, telephone calls, and home visits.
- Assesses and responds to the initial psychosocial, practical, financial, and legal concerns of the patients and families/support systems with IDT.
- Completes financial needs assessments to identify MediCare, MediCal, Disability and Social Security and Veterans Affairs benefits needs, supported by the interdisciplinary team.
- Establishes and maintains relationships with community resources.
- Completes documentation within 48 hours.
- Assumes other duties in support of the organizational needs as directed by the Clinical Director, Medical Director, or Associate Director of Intake and Engagement.
- Assists with community outreach and education regarding ResolutionCare services.
- Meet or exceed established admission targets.
- Assumes other duties in support of organizational needs.

#### **ORGANIZATIONAL REQUIREMENTS**

- Works at all times within the policies and guidelines of the company.
- Willingness to use video conferencing as frequently as appropriate.
- Ensures effective use of resources.
- Plays an active part in the development and maintenance of good relationships with all who have business with the Company.
- Respects at all times the confidentiality of information covering patients, staff and volunteers and is HIPAA compliant.
- Promotes the company's philosophy of compassionate communication towards all patients, relatives, visitors and coworkers.

#### **ENVIRONMENTAL CONDITIONS AND PHYSICAL REQUIREMENTS**

- Works with Palliative Care patients wherever they reside or are receiving care, including

homes, skilled nursing facilities, hospitals and residential care for the elderly facilities.

- Provides own transportation.
- Drivers license in good standing with safe driving record.
- Successfully performs the essential duties and responsibilities of the position through the use of physical activities as described below.
- Regularly requires travel within given county.
- Regularly requires working at a computer for 2-4 hours at a time.
- Regularly requires use of telephone.
- Requires use of video-conferencing technology and access to high-speed internet.
- Potential for exposure to blood, body fluids, or other potentially infectious materials.

## **QUALIFICATIONS AND EXPERIENCE**

### **Minimum**

- Completion of high school or basic education equivalency required.
- Medical or business office education or training desired.
- Customer service experience, or experience building referral base and relationships.
- Current driver's license, proof of acceptable automobile insurance coverage, and reliable transportation.
- Excellent oral and written communication skills required.
- Must have general computer skills and a working knowledge of the internet and the ability to independently learn and use Google Suite.

### **Preferred**

- Prior business development or referral growth experience.
- Training as or alongside social workers, nurses, medical assistants, chaplains, medical scribes, or other educational or work experiences that have led to or demonstrate fluency in clinical language and settings is desirable.
- Case management experience in acute care and discharge planning.
- Experience in palliative care, home health, hospice, and/or hospital discharge planning or case management.
- Experience working within or directly with one or more of the large hospitals in the region is strongly preferred.
- Project development skills and ability to work independently.
- Ability to take initiative and work independently.

### **Position Location and Reporting**

- This position requires working and driving in and around the Santa Clara region on a regular basis and working remotely.
- Reports to Director, Clinical Outreach and Engagement for organizational program design tasks with support from other medical team members for clinical oversight.
- Employed by ResolutionCare

### **Travel Requirements**

- Travel required to perform job duties, attend training, or company events and requires attendees to be fully vaccinated.

**Additional Information**

- This job description is not designed to cover or contain all job duties required of the employee. There may be additional activities, duties and/or responsibilities that are required for this position that are not listed in this job description.
- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.
- Vynca Inc and Resolution Care PC are both Equal Opportunity/Affirmative Action Employers. We consider applicants without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state or local law. [EEO is the Law](#).