

Catholic Family Center is seeking a part time **Engagement Specialist** in our Mental Health Clinic. 20 hours per week.

**WORK SCHEDULE:** Days and hours worked are flexible

### **General Description**

Under general supervision, the Engagement Specialist/Intake Assistant will provide outreach to clients who have missed appointments and will assist with completing intake paperwork for new clients. The Engagement Specialist/Intake Assistant will work closely with the Front Office Manager and staff, to assist in areas needed throughout the Mental Health Clinic.

### **Essential Duties and Responsibilities**

#### **Completes outreach to clients that have missed appointments to re-engage them in services**

- Calls clients and documents outreach, identified barriers to treatment and possible resolutions, and documents in the case record
- Oversight of engagement group activities including maintaining client lists, scheduling groups, facilitating groups, completing required documentation, and communicating with referring clinician
- Assists with general administrative duties
  - Answers telephone, provides information, records messages, delivers messages (along with patient chart when necessary) to responsible personnel
- Completes client intake processes for clients
  - Functions as a backup and provides support to the Intake coordinator on high volume days, as well as when the Intake Coordinator is not in the office
- Actively seeks information to understand service provider/customer/staff needs and expectations.
  - Builds rapport and fosters cooperative relationships with customers by establishing mutual respect.
  - Maintains open communication with staff around barriers or challenges
  - Communicates and partners with the department and agency personnel as required to ensure on-going and effective program operations
  - Establishes and promotes trust to facilitate collaboration; shares information with others.

- Takes the initiative and leverages available resources (individuals, processes, departments, and tools) to complete their work efficiently and effectively
  - Acknowledges mistakes right away and acts quickly to identify and implement problem resolution.
  - Ensures most critical tasks are always completed on time. If there are obstacles to completing them, does all they can to creatively problem solve. Informs management ahead of time if efforts are not enough to keep the tasks on track
  - Maintains composure under stressful, distracting, or challenging situations
- Awareness of and active support of the Agency's Mission, Vision, Values and Strategic Plan Including, but not limited to, supporting the Agency's Core Competency initiatives of being Collaborative and Community Focused, Innovative and Entrepreneurial, and Culturally Competent and Diverse
- Other responsibilities as requested by supervisor

#### **Qualifications**

Education: Bachelor's Degree in Social Work or related field preferred. Equivalent Combination of education and experience will be considered.

Experience: Two to five years of experience providing direct services in a human service organization. Must be proficient with Microsoft Office Suite. Experience working in multicultural environments and/or human services field is preferred. Ability to speak Spanish is preferred.

Physical Demands/Work Environment: The physical demands/work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk, use hands to type and/or perform light lifting. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. The noise level in the work environment is usually quiet.

Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CFC's corporate compliance program. Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

**Candidates interested in applying may do so online:**

<https://www.cfcrochester.org/about/careers-at-cfc>

OR, cover letters/resumes may be submitted to HASpencer@cfcrochester.org

***\*\*\*Catholic Family Center is committed to leveraging the talent of a diverse workforce to create great opportunities for our agency and our people. EOE/AA Disability/Vet***