

## JOB DESCRIPTION

### COMMUNITY LIAISON

**Reports to:** Director for home care

Non-exempt Status

OSHA Category I

### POSITION SUMMARY

Coordinates and performs duties of marketing and communicating the role of the agency to the community. Including: Physician's and physician groups, community associations, senior groups, ethnic clubs and groups, churches, individuals and payer programs including PASSPORT, Options, ESP, medicaid etc.,

Completes various clerical tasks.

Takes the lead in mentoring branch managers and branch employees in best practices for communication of the mission of the organization to clients and potential clients throughout our service areas.

### QUALIFICATIONS

1. High school graduate or G.E.D. Preferred.
2. Read, write, speak and understand English as needed for the job.
3. Skills in typing and organizational abilities.
4. Preferably has medical background, staffing, home health care experience.
5. Knowledge of common medical terminology preferred.
6. Able to work independently, demonstrating good judgement.
7. Must be accurate and detail oriented.
8. Practices good customer service skills in all working relationships.
9. Desire and ability to learn.
10. Strong interpersonal skills, respectful, and courteous nature.
11. Absence of criminal background.

## **TASKS**

1. Performs work under the supervision of the agency management.
2. Answers telephone, takes inquiries or messages using good telephone technique
3. Attends appropriate office meetings.
4. Maintains a good working relationship with all staff.
5. Prepares and places ads for recruitment of clients.

## **COMMUNICATIONS**

- Communicates potential risk management issues and reports abuse or unsafe - illegal practice as required by law.
- Willing to participate in the marketing efforts of the office and does so as assigned.
- Participates in community relations' activities as directed by the Agency Management.
- Promotes the agency through positive representation and communication of its services
- Communicates effectively with all team members.
- Retains positive, open communication with the agency management.
- Works as a positive, effective team member.
- Recommends new policies and/or changes in current policies to improve quality of patient services as well as efficiency and effectiveness of services.
- Follows all infection control and OSHA standards and all state and federal regulations.
- Is punctual and reports to work as scheduled.
- Is flexible and works cooperatively for agency needs.
- Understands the concept of continuous quality improvement.
- Applies the concepts of quality improvement to all work practices.
- Knowledgeable of the agencies QI goals and participates as directed.

## **PROFESSIONALISM**

- Presents self professionally and positively represents the agency.
- Language, demeanor and all interactions are professional.
- Is professional in appearance - clothing, grooming (hair, nails), etc.
- Demonstrates teamwork and effective communication.

**OFFICE**

**ADA REQUIREMENTS**

The frequency of each activity will be identified by the following codes:

- R - Rarely (less than .5 hr. per day)
- 0 - Occasionally (.5 to 2.5 hr. per day)

- F - Frequently (2.5 to 5.5 hr. per day)
- C - Continually (5.5 to 8 hr. per day)
- NA - Not Applicable

The activities below are intended to describe the general context/requirements for performance of this job. It is not an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties.

<b>PHYSICAL ACTIVITIES</b>	<b>CODE</b>	<b>DESCRIBE ANY REPETITION OR A UNIQUE APPLICATION OFACTIVITY, WHICH MAY BE ASSOCIATED WITH THIS POSITION.</b>
Sitting	F	
Stationary Standing	F	
Walking	F	
Ability to be Mobile	C	
Crouching (bend at knees)	F	
Kneeling/Crawling	0	
Stooping (bend at waist)	F	
Twisting (knees/waist/neck)	F	
Turning/Pivoting	F	
Climbing	0	Office location may require climbing steps
Balancing	F	
Reaching Overhead	F	
Reaching Extension	F	
Grasping	F	
Pinching	0	
Pushing/Pulling	0	
Weight ranges	*See comment	May need to assist in packing and moving office inventory
Lifting/Carrying	0	charts, supplies etc. that involves pushing, pulling, lifting
Weight ranges	*See comment	and carrying boxes, equipment, etc.
Other		

<b>SENSORY ACTIVITIES</b>	<b>CODE</b>	<b>Describe any repetition or a unique application of</b>
Talking in person	C	
Talking on the telephone	F	
Hearing in person & on telephone	C	
Vision for close work	F	

I have read and understand the job description for community liaison and reviewed the ADA requirements for my job description and affirm that I can perform all the job requirements and ADA requirements for the job of community liaison.

- without accommodation.
- with the following accommodation<sup>1</sup>: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name Printed: \_\_\_\_\_

Witnessed by Agency employee: \_\_\_\_\_

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<sup>1</sup>Note: if accommodation is required for this potential employee, this job description is not approved by Agency until after review by Director of Operations, Director of Nursing and or Executive Director.