



DEPARTMENT OF LABOR

RECRUITMENT



PART OF THE SHEPPARD PRATT HEALTH SYSTEM:



Title: Patient Engagement Specialist <https://www.sheppardpratt.org/careers/>

General Summary:

As a key member of our behavioral health staff, this position makes a significant difference by helping behavioral health clients engage in treatment and wellness. Under the general Supervision of the clinic director, serves as point of contact to patients, their families/representatives, outside agencies, and referrers. Works to engage patients in their care. Makes daily appointment reminder contacts and follow up calls to patients who are no show appointments. Assists patients in finding resources to reduce barriers to care and facilitates and schedules appointments. Works closely with other offices to coordinate efforts and ensure timely, quality customer service for all inquiries. Demonstrates knowledge of Sheppard Pratt programs and services in interactions with internal and external groups. Enters required information into electronic medical record.

Qualifications:

Associates Degree or high school diploma and equivalent experience. The ability to read, write, and speak English. Excellent written and verbal skills for phone calls, letters, and documenting in the electronic medical record. Previous experience working in medical office preferred. Previous experience working with customers, clients or patients required. Must be proficient in the use of personal computer with Windows software. Work requires excellent interpersonal skills to communicate effectively with patients, all levels of internal staff, external contacts from the professional community, and outside agencies. Work requires analytical ability sufficient to gather and interpret data, apply knowledge of Health System programs to patient needs, investigate and resolve patient concerns and questions, maintain outpatient admission and insurance records, and handle designated administrative detail. Work requires placing telephone calls, data entry, paying close attention to detail and meeting deadlines. General sedentary work, but requires some standing and walking in order to photocopy, file, and move within and between offices.

