



Shepherd's Hope is a faith-based organization of volunteers that exists to deliver healthcare at no cost to the uninsured and underinsured of Central Florida. Utilizing more than 2,200 dedicated volunteers in addition to hospital and diagnostic partners, and a community of caring allies, more than 221,000 free patient visits and medical services have been provided since 1997.

Position: Community Referral Provider Program Coordinator
Start Date: Immediate
Salary: \$30,000 - \$34,000
Hours: Full-Time – Monday through Friday
Location: Shepherd's Hope Longwood Office, 600 N 17-92, Suite 122, Longwood, FL 32750

POSITION SUMMARY:

Provides case management services to Shepherd's Hope patients through case planning, case management for secondary care services, information and referral. Performs professional case management activities involving both routine and difficult cases. Serves as a liaison between Shepherd's Hope Central Office, Shepherd's Hope volunteer licensed health care providers and other community agencies and medical providers including but not limited to PCAN Agencies and Orange County Secondary Care Services.

MAJOR RESPONSIBILITIES:

1. Provides case management and follow up on all referrals for secondary care services.
2. Screens patients for eligibility for medical and social services within the PCAN Network and other social service and medical providers in the tri-county area.
3. Regularly attends community based case management meetings and serves as an agency resource for medical assistance options and programs that serve low income patients.
4. Performs case management for more difficult patients or cases; confers with superiors on difficult assignments.
5. Supports patients with medication vouchers ensuring smooth access to prescribed medications through the pharmacy co-op and other medication access programs.
6. Designs & implements periodic Community Outreach Trainings for volunteers and Shepherd's Hope Staff to keep them informed about community resources.
7. Maintains comprehensive and up to date Community Resource Materials for Shepherd's Hope Staff & Volunteers & consistently uses the 211 system.

EXPERIENCE REQUIREMENTS: Bachelor's degree in Social Work, Counseling, Psychology, Health or Behavioral Sciences or a closely related field, with at least two years of case management experience; or a two year LPN or RN 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 be proficient in computer skills, i.e. Microsoft Word, Outlook, Excel, etc. Ability to maintain a positive attitude. Comfortable working in a faith-based setting.

Working Conditions and Physical Effort:

Work can involve moderate exposure to unusual elements such as loud noises, hectic environment, and exposure to outside elements. Light physical effort required. Standing, walking, and some lifting during special events.

Knowledge, Skills & Abilities:

- Solid knowledge of generally accepted business, social practices and protocols and ability to interact with business, general public, donors, volunteers and clients.
- Excellent verbal and written communication skills
- Strong relationship building skills
- Ability to manage multiple projects, priorities, and deadlines
- Ability to work with people of diverse backgrounds
- Strong customer/member services skills
- Excellent follow-up skills
- Uphold confidentiality
- Good problem solving skills and critical thinking capability
- Ability to exercise sound judgment
- Ability to make timely decisions
- Proven ability to work collaboratively with others
- Solid organizational and analytical skills
- Ability to excel in fast-paced, changing, and challenging environments
- Comfortable working in a faith-based setting

Qualifications:

- Bachelor's degree in Social Work, Counseling, Psychology, Health or Behavioral Sciences or a closely related field or
 - Minimum of two years case management experience
 - LPN or RN degree in Nursing with related case management experience
 - Or an equivalent combination of education, experience or training
- Computer proficiency in Microsoft Office Suite (e.g., Word, Excel, Outlook and Power Point), including the ability to create tracking spreadsheets and update formulas in Excel documents.
- Fluent in English/Spanish

Benefits:

- Medical, dental and vision benefits
- Paid Leave and Holidays
- 401K Plan

Qualified applicants may respond to this posting with a resume and cover letter to finance@shepherdshope.org