



Outreach Coordinator – Tribal Network Liaison

Summary:

The Tribal Network Liaison is responsible for serving as the single point of contact with tribal entities and staff on American Indian issues and concerns regarding oral health. In addition to the above job responsibilities, the Tribal Network Liaison

PRIMARY JOB RESPONSIBILITIES:

- Acts as the primary liaison to and advocate for Tribal Members/Providers
- Engages in marketing and outreach to inform Tribal Members/Providers about available services and resources.
- Assists with the development of informational materials.
- Establishes a close working relationship with Tribal and Non-Tribal programs to develop appropriate referral network.
- Provides guidance for DQ personnel on cultural competence in working with tribes and Tribal Members.
- Provides basic information and assistance, and options counseling for Tribal Members and Providers.
- Works with federal and state programs serving Native Americans.
- Advocates for American Indian members with case management and member services staff .
- Builds trust and facilitate relationships to assist with wellness and program goals.
- Understands the cultural and socio-economic characteristics of their region(s).
- Develops strong community relationships and presence for the groups that advocate for American Indian health and wellness.
- Collaborate with company Wellness and Outreach personnel as well as research and connect with external groups to develop and consistently update generic and customized outreach strategies for increasing dental access rates.
- Implement member outreach and education programs with the goal of ensuring that we meet all contractual requirements.
- Maintain and increase dental EPSDT goals as required by client contract and/or goals.
- Establish community relationships and partnerships that provide for participation in health care initiatives and programs in the dental and medical public health arena to create dental and program awareness.
- Develop educational materials and training tools for non-dental healthcare providers, managed care organizations and community organizations to engage them in the effort to reach Medicaid members.
- Manage workflow, time and program interventions within budget parameters and contractual timelines.
- Collaborate with Case Managers and/or Client Partner Engagement to provide member coordination of care when needed.
- Submit regular reporting of access performance measures to management.
- Represent the company in a professional manner at all times.
- Communicate to management ways to improve processes and productivity of company.
- Establish and maintain professional relationships with client and community contacts.
- Complete special projects as requested.

JOB REQUIREMENTS:

- High School Diploma or GED required
- 2 years job related experience
- Knowledge of general computer software
- Typing skills of 40+ words per minute
- PC experience with knowledge of Windows and Access software applications.
- Effective oral communication and business writing skills.
- Attention to detail, accuracy and organizational skills.
- Effective interpersonal skills.
- Ability to prioritize and adapt to changing priorities.
- Required to attend additional training as requested/deemed necessary
- 2 years' experience working in a program with a focus on care related to Native American Communities (for Outreach Coordinator-Tribal Network Liaison role only).
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Preferred:

- College degree in a related field is desirable.
- Experience working in a managed care environment is preferred.
- Knowledge of healthcare advocacy activities is preferred.
- Knowledge of the Medicaid program requirements is preferred.

PHYSICAL DEMANDS:

- Incumbent must be able to communicate effectively.
- Requires overall light physical effort (up to 25lbs.)
- Manual dexterity and sitting is required in carrying out position own position responsibilities (i.e. use of personal computer).
- Ability to travel or move about within and outside serviced facilities required.
- Incumbent works primarily in either a private or shared office environment.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQ business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQ's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.