



## JOB DESCRIPTION

**Title:** Medical Specialist (Full Time)  
**Reports to:** Wellness Program Manager  
**Department:** Dental and Wellness  
**FLSA Status:** Non-Exempt

### GENERAL SUMMARY:

The objective of the Medical Specialist is to reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing them to sources of appropriate support.

### PRINCIPLE DUTIES AND RESPONSIBILITIES:

The Medical Specialist is responsible for providing front line wellness services for individuals completing their intakes into HEP's emergency shelter. The medical specialist will assess individuals' immediate wellness needs and assist in prioritizing insurance, medical, dental, psychiatric, vision or other needs. This position does not require travel or transport of clients, but will require effective communication and coordination of services with the Morton Plant LPN's, ARNP, Healthcare Navigators, Benefit Specialist, Dental Clinic and Case Managers.

- Assessment and prioritization of overall wellness needs upon intake.
- Expedite healthcare and psychiatric care and assist in establishing community follow up
- Effective communication amongst HEP staff, community providers and patients residing at HEP
- Build working relationships, solve problems and support patients while assisting navigation of care
- Knowledgeable about the availability of resources and process to access needed resources
- Identification of client preferences/needs, and any barriers to care plan implementation or goal attainment.
- Create care plans with each patient, regularly review the patient's progress toward goals.
- Refer patients into wellness programming (CDSMP/CPSMP) and provide reminders.
- Refer patients to ongoing group and individual health education.
- Refer patients to services as necessary, establish appointment times for all patients.
- Assist navigators in scheduling appointments and securing transportation.
- Complete new patient data in HEP Express and create new patient charts.
- Ensure patient follow up for all participants.
- Prepare timely program reports as requested.
- Perform other duties as required or as assigned by program manager

**EDUCATION, KNOWLEDGE AND SKILLS:**

- Healthcare related AA, AS preferred
- Health Insurance and Advocacy experience preferred
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups
- Excellent Microsoft Office Suite Skills (Outlook, Word, Excel, Internet Searches, etc.)
- Good organizational and customer service skills
- Ability to work independently as well as in a team setting
- Current CPR/First Aid Certifications (provided)
- Biohazard Waste Training (provided)
- HIPAA training (provided)
- Knowledge of community resources, eligibility for services and referral process
- Must be comfortable working with individuals of varying backgrounds
- Thorough understanding of relevant service delivery concepts and structures, including Housing First, Motivational Interviewing, Stages of Change, and the Ability to Access and Negotiate the Full Range of Services for Recipients
- Strong written and verbal communication skills to interface effectively and efficiently with all parties and to ensure quality services and program operations
- Proven ability to juggle multiple priorities, and create a climate conducive to effective engagement with clients who present with multiple service needs

**WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching, stooping and ability to lift up to 35 pounds
- Walking and standing on uneven surfaces while on different campuses

*The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*

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Employee Signature

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Date