



JOB DESCRIPTION

Title: Medical Specialist

Reports to: Wellness Program Manager

Department: Dental and Wellness

FLSA Status: Non-Exempt; Full-Time

The Medical Specialist position focuses on assessing clients' health needs, identifying barriers to care, and expediting connections to appropriate medical, behavioral health, and social service providers. The Medical Specialist does not provide direct medical treatment but ensures that each client receives timely and coordinated care. This position will require effective communication and coordination of services with Morton Plant LPN's, ARNP, Healthcare Navigators, Benefit Specialist, HEP Dental Clinic and Case Managers.

PRIMARY JOB DUTIES AND RESPONSIBILITIES:

- Conduct health assessments, screenings, and intake evaluations to identify and prioritize clients' overall wellness needs and any barriers to care plan implementation.
- Expedite healthcare and psychiatric care and assist in establishing follow-ups with partners and other community organizations.
- Collaborate effectively with HEP staff, community providers, and patients residing at HEP.
- Track referral outcomes and help clients navigate complex healthcare systems.
- Build working relationships, solve problems, and support patients while assisting with navigation of care.
- Provide education on wellness, preventive care, and available community health resources.
- Maintain accurate and confidential client records in compliance with organizational and regulatory standards.
- Coordinate on-site vision clinics.
- Create care plans with each patient and 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.
- Assist HEP Wellness Navigators in scheduling appointments and securing transportation.
- Complete new patient data in HEP Express and create new patient charts.
- Prepare timely program reports as requested.
- Perform other duties as required or as assigned by the Wellness Program Manager.

EDUCATION, KNOWLEDGE AND SKILLS REQUIRED:

- AA or AS in a medical or healthcare-related field preferred.
- At least one year of experience in case management, care coordination, or public/community health.
- Ability to work effectively with individuals experiencing homelessness, mental health challenges, or substance use disorders.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups.
- Health Insurance and Advocacy experience preferred.
- Enhanced knowledge of resources in the community available for homeless and ALICE populations.
- Proficiency in Microsoft Office 365.
- Strong organization and customer service skills.
- Ability to work independently as well as in a team setting.
- 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 multiple service needs.
- Bilingual in Spanish preferred but not required.

PHYSICAL DEMANDS AND 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, lifting, etc.
- Ability to lift up to 35 pounds; Anything over 35 pounds requires team lift.
- Walking and standing on uneven surfaces while on campus.
- Must be able to successfully pass a background check Level 1 & 2, drug and alcohol screenings.

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.

