



**Position Title:** Care Specialist (Bilingual)  
**Reports To:** Manager, Contact Center  
**Department:** Ambulatory Care Coordination  
**Division:** Q Point  
**Classification:** Non-Exempt  
**Revision Date:** February 5, 2018

### **Position Summary:**

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

The Care Specialist is primarily responsible for providing supportive care and assistance to a diverse patient population to identify barriers to self-care and healing, decision making and communication in navigating the healthcare system. This individual partners with a Care Nurse and consistently demonstrates a high standard of ethical behavior, professionalism, sensitivity and confidentiality.

### **Responsibilities:**

- Conduct outbound phone calls to members to conduct health assessments, identify care needs, and determine appropriateness for participation in care coordination programs
- Assist and support patients with barriers to care including, but not limited to, scheduling appointments, and locating and accessing community resources
- Work collaboratively with patients, network providers, nurses, referral coordinators, office and hospital staff; document all activities
- Communicate care coordination services available to patients and caregivers
- Report observations, clinical symptoms and behaviors to appropriate healthcare professionals to ensure timely and effective intervention
- Perform a variety of activities to provide meaningful data to providers, patients and their families
- Participate in a variety of educational programs to maintain current skill and competency levels
- Perform miscellaneous job-related duties as assigned

### **Required Knowledge, Education & Experience:**

- Associate's degree; or, an equivalent combination of education and/or experience
- Minimum two (2) years of experience in a directly related position in a healthcare setting
- Bilingual – able to read, write, and speak Spanish and English proficiently
- Proficiency with Microsoft Office applications and Internet/Intranet resources
- Familiarity with federal and state laws and requirements related to healthcare



**Highly Preferred Skills, Abilities & Qualifications:**

- Previous experience, knowledge and understanding of care coordination
- One or more of the following certifications: Basic Life Support (BLS), Certified Medical Assistant (CMA), Certified Nursing Assistant (CNA), Emergency Medical Technician (EMT)
- Excellent verbal, written and interpersonal communication skills
- Able to speak clearly and concisely, conveying complex or technical information in a manner that others can understand, and able to understand and interpret complex information from others
- Demonstrated ability to gain acceptance and compliance from clinical staff to achieve mutually beneficial outcomes
- Excellent problem-solving skills, including the ability to systematically analyze problems, draw relevant conclusions and devise appropriate courses of action
- Strong organizational and prioritization skills; able to manage multiple activities and work independently with minimal supervision