

Job Title/Position: *Community Liaison*

Reports To: *Marketing/Community Relations Director*

JOB DESCRIPTION SUMMARY

Coordinates and performs duties of marketing and communicating the role of the agency to the community. Including: Physician's and physician groups, community associations, senior groups, ethnic clubs and groups, churches, individuals and payer programs including Medicare, Medicaid etc. Completes various clerical tasks. This is an exempt position.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Performs work under the supervision of the agency management.
2. Answers telephone, takes inquiries or messages using good telephone technique
3. Attends appropriate office meetings.
4. Maintains a good working relationship with all staff.
5. Willing to participate in the marketing efforts of the office and does so as assigned.
6. Participates in community relations' activities as directed by the Marketing/Community Relations Director.
7. Promotes the agency through positive representation and communication of its services
8. Communicates effectively with all team members.
9. Retains positive, open communication with the Marketing/Community Relations Director.
10. Works as a positive, effective team member.
11. Follows all infection control and OSHA standards and all state and federal regulations.
12. Is punctual and reports to work as scheduled.
13. Is flexible and works cooperatively for agency needs.
14. Understands the concept of continuous quality improvement.
15. Applies the concepts of quality improvement to all work practices.
16. Knowledgeable of the agencies goals and participates as directed.
17. Presents self professionally and positively represents the agency.
18. Language, demeanor and all interactions are professional.
19. Is professional in appearance - clothing, grooming (hair, nails), etc.
20. Demonstrates teamwork and effective communication

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

POSITION QUALIFICATIONS

1. High school graduate or G.E.D. Preferred.
2. Read, write, speak and understand English as needed for the job.
3. Skills in typing and organizational abilities.
4. Preferably have medical background, staffing, and home health care experience.
5. Knowledge of common medical terminology preferred.
6. Able to work independently, demonstrating good judgment.
7. Must be accurate and detail oriented.
8. Practices good customer service skills in all working relationships.
9. Desire and ability to learn.
10. Strong interpersonal skills, respectful, and courteous nature.

ENVIRONMENTAL CONDITIONS

There are no harmful environmental conditions that are present for this position.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

The frequency of each activity will be identified by the following codes:

R - Rarely (less than .5 hr. per day)

O - Occasionally (.5 to 2.5 hr. per day)

F - Frequently (2.5 to 5.5 hr. per day)

C - Continually (5.5 to 8 hr. per day)

NA - Not Applicable

The activities below are intended to describe the general context/requirements for performance of this job. It is not an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties.

Physical Activities	Code	Describe any repetition or a unique application of activity, which may be associated with this position
Sitting	F	
Stationary Standing	F	
Walking	F	
Ability to be Mobile	C	
Crouching (bend at knees)	F	
Kneeling/Crawling	R	
Stooping (bend at waist)	F	
Twisting (knees/waist/neck)	F	
Turning/Pivoting	F	
Climbing	O	
Balancing	F	
Reaching Overhead	F	
Reaching Extension	F	
Grasping	F	
Pinching	O	
Pushing/Pulling	O	
Weight Ranges	Up to 25lbs.	
Lifting/Carrying	O	
Other		
Sensory Activities	Code	Describe any repetition or a unique application of activity, which may be associated with this position
Talking in Person	C	
Talking on telephone	F	
Hearing in person & on phone	C	
Vision for close	F	

I have read and understand the job description for community liaison and reviewed the ADA requirements for my job description and affirm that I can perform all the job requirements and ADA requirements for the job of Community Liaison.

Without accommodation.

With the following accommodation: _____

Employee Signature: _____ Date: _____

Employee Name Printed: _____

Witnessed by Agency employee: _____