



ECHO Job Description

Job Title:	Healthcare System Liaison
Department:	Coordinated Entry - Housing for Health Team
Reports To:	Housing for Health Systems Manager
Date Created/Revised:	11/25/2019
Salary Starts at:	\$40,000

Position Summary

ECHO assists a continuum of direct service programs working to end homelessness in Austin/Travis County by providing them with community wide technical assistance and strategic system input. The primary responsibilities of the ECHO Healthcare System Liaison are to increase housing opportunities and resources available for our Healthcare System Partners. The Liaison will work closely with Austin/Travis County area healthcare, mental health, and emergency facilities to streamline housing and support services from partner agencies to people experiencing homelessness and display a pattern of frequent emergency services utilization and/or complex medical/mental health needs. This position operates in a dynamic environment and is expected to develop extensive knowledge of community resources, collaborate with interdisciplinary teams and cultivate a clinical skillset by forging therapeutic relationships with diverse community members.

Essential Functions

- Maintain a working in-depth knowledge of Austin Travis County area homeless and/or homeless prevention supportive service program eligibility and service criteria
- Become familiar with the housing and support programs currently participating in Coordinated Entry process and primary contact for hospitals and other admitting facilities to discuss specific patient cases and determine eligibility for admittance to various programs
- Identify clients experiencing homelessness and show high ER utilization patterns in coordination with the local hospitals, skilled nursing facilities, or other eligible admitting agencies
- Coordinate with hospital staff and CoC Partner agencies to ensure client has assistance with discharge plan including client advocacy for medical respite, recuperative care, assisted living and special waivers.
- Create and maintain common communication and formal referral structures between related support services and programs (housing and healthcare intersection) in order to find and serve a targeted client population
 - Provide TA and assist CoC Partners in navigating both the healthcare and homeless response systems including connection within the following comprehensive services: bridge housing, benefits applications, mental health and substance abuse treatment
 - Work with Outreach and Navigation Team to ensure client is connected and has assistance with program preparation and documentation to ensure that permanent housing can be accessed efficiently and effectively
 - Work with community health paramedics, community health workers, medical social workers and other staff within the intersection of housing and healthcare to identify gaps and needs in current system
 - Manage list of target population clients independently and participate and provide coordination information in client case conferencing with multidisciplinary team and relevant community workgroups
- Maintain documentation within HMIS Database and oversight of Healthcare Partner data entry

- Frequently interact with people with diverse racial, cultural, and economic backgrounds, gender identity, and sexual identity and treat all community members with dignity and respect

Supervisory Responsibility

The position has no supervisory responsibilities.

Work Environment

Employees are required to use their personal cell phones for business purposes. This position will be mobile including the use of personal vehicle. The position will have a stationary space within ECHO's space at an integrated health care clinic. This position requires travel within Austin/Travis County including transporting clients.

Position Type and Expected Hours of Works

This is a full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

- Travel for the purpose of meeting with clients, training, collaborating with stakeholders, or off-site personnel/management.

Experience

- Required: Experience working in the healthcare sector AND/OR working in homeless services at the system level. Evidence of ongoing training and education in related areas such as mental illness, substance abuse, and homelessness and knowledge and skills in the intersection of housing and healthcare.

Education

- Required: Completion of a bachelor's degree program in Social Work or closely related field AND/OR Certification such as Community Health Worker.
- Preferred: Completion of bachelor's and/or master's degree program in Social Work or closely related field. Bi-lingual (English and Spanish) strongly preferred.

Additional Eligibility Qualifications & Physical Demands

- Participation in all staff events
- Timesheet submission bi-weekly
- Frequent travel by foot, car or other means appropriate to engage with people experiencing homelessness
- Overtime when necessary to meet project deadlines
- Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
- Physically able to participate in training sessions, presentations, and meetings

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Manager _____ Date: _____

HR _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Required Language for Job Postings

ECHO Core Mission Values

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

To Apply:

Interested candidates please submit a resume and cover letter nikikozak@austinecho.org. Position will remain open until filled.