

## 2MATCH ADVOCATE

### JOB DESCRIPTION

---

#### ***Job Summary:***

The 2MATCH Advocate provides support for the 2MATCH Accountable Healthcare Community (AHC), a program seeking to improve health-related social needs for Medicare and Medicaid beneficiaries in the Phoenix metropolitan area. The 2MATCH Advocate will work primarily in the hospital and participating outpatient clinics throughout the designated service area to support the needs of the project, support clinical staff and community partners in the field, and provide assistance by phone or in-person to beneficiaries and connecting them to community services to meet health-related social needs. They will work with the 2MATCH Hub to meet the outcomes of the project and will be knowledgeable of Healthify, the non-CMS Data System that will be utilized in the program. The 2MATCH Navigator will work closely with providers, community partners and patients in the community as the need arises.

#### ***Essential Generic Job Functions (List in order of importance):***

1. Conduct hospital outreach to patients deemed to be high-risk across care settings eligible for the 2MATCH program.
2. Engage patients transitioning from hospital to home access community resources.
3. Screens potential study participants and assists them in determining eligibility for recruitment into the study or other forms of assistance.
4. Establishes initial contact with individuals referred to the study.
5. Administer patient surveys, data entry, tracking, scheduling, and monitoring of patient appointments.
6. Eliminates barriers to optimize after visit follow up care.
7. Participate in team meetings.
8. Act as a liaison between hospitals, primary care providers, specialists, and community resources on behalf of patients to ensure patient-centered coordination of care.
9. Maintains relationships with the goal of encouraging and facilitating the recruitment into the study.
10. Enrolls participants and measures program participant engagement and satisfaction.
11. Forge and nurture partnerships with hospital staff, medical office staff and local service organizations to broaden support services for patients.
12. Enter and maintain electronic databases and complete other program documentation in a timely manner (e.g. community referral summary, client tracking, letters, etc).
13. Assess and resolve potential issues evolving from patients follow up care.
14. Attend relevant training as necessary to maintain professional knowledge.
15. Adheres to 2MATCH guidelines and ensures the appropriate handling of patient sensitive information.
16. May work non-traditional hours based on operational needs and to meet the needs of the community.
17. Other duties and responsibilities as directed.

***Contacts:*** Regular contact with Medical Center personnel, patients and visitors.

## **2MATCH ADVOCATE**

### **JOB DESCRIPTION**

#### ***Knowledge, Education and Skills Required:***

1. Minimum of 2+ years of working with patients in a primary care setting years of work experience in a related field or area.
2. Requires the ability to travel to multiple office locations; personal vehicle and automobile that is insured.
3. Demonstrates ability to carefully set priorities, meet deadlines, and schedule time efficiently.
4. Ability to accurately type and effectively operate a computer and use a variety of common software programs including Microsoft Office.
5. Ability to follow-up and follow-through with strong attention to detail.
6. Ability to work well and maintain professionalism under occasional times of stress and pressure.
7. Demonstrates ability to follow oral and written instructions.
8. Demonstrates ability to work with other people through a cooperative effort.
9. Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.

#### ***Knowledge, Education and Skills Preferred:***

1. High School Degree
2. Minimum of 2 years of relevant work experience in the non-profit, government, human services, and health care field strongly preferred.
3. Speaks, reads and writes English and Spanish fluently and is able to easily transition between the two languages

#### ***Required Certification/Licensing:***

1. Current Valid Driver's license.

This job description is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. While it is intended to be an accurate reflection of the job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in staff, workload, rush jobs, technology changes, etc.)

In addition, this job description is not intended to create a contract of employment between the employee and Keogh Health Connection nor shall it be regarded as a promise to provide specific terms or conditions of employment. Pursuant to Arizona law, the employer-employee relationship is technically known as "employment at will." As such, either the employee or the employer may terminate the employment relationship at any time for any reason that does not violate Arizona State and/or Federal statutes. This relationship implies no guaranteed or contractual obligation.