Job description

Background
MATTERS (a division of UBMD Emergency Medicine) is a state-wide substance use treatment referral network that connects individuals to outpatient follow-up care and harm reduction resources. MATTERS intends to hire four Outreach Coordinators to support the growth of the MATTERS program. The Outreach Coordinators will conduct expansion and patient follow-up activities within their assigned regions. This is a remote position from within the regions assigned.

Each Outreach Coordinator will be assigned to two regions. The applicant must reside in one of the two regions they are applying for.

The regions are:
- **New York City and Long Island**
- **Capital Region and North Country**
- **Mohawk Valley and Central NY**
- **Mid-Hudson and Southern Tier**

Primary Functions
- **Approach and build relationships with emergency departments, correctional health facilities, urgent cares, inpatient units, and community-based organizations (CBOs) within the region, with the goal of increasing the breadth of the MATTERS Network**
- **Coordinate with and train these referral partners to be confident in rapidly linking individuals being discharged from these settings to services in the community through the MATTERS platform.**
- **Coordinate regularly with the local treatment organizations engaged in the MATTERS network to update appointment availability, and to update contacts and training due to staff turnover, all to ensure continued streamlined access to care.**
- **Facilitate regular stakeholder meetings with providers engaged within the network.**
- **Lead the expansion efforts for further integration of the MATTERS platform to various agencies within the region including but not limited to hospitals, treatment organizations, EMS agencies, correctional facilities, peer organizations, transportation providers, and pharmacies.**
- **Provide technical assistance and troubleshooting issues as it relates to connecting individuals to care through the MATTERS platform.**
- **Answering questions/inquiries from current and new providers in the MATTERS Network.**
- **Coordinates with service providers to secure necessary care during a crisis, share crisis intervention and emergency information.**
- **Coordinates regularly with receiving treatment organizations to ensure a successful connection and engagement in care.**
- **Ensure follow-up and provide support within 24-48 hrs for individuals referred through the MATTERS platform after initial referral and during their treatment.**
- **Coordinate transportation to clinic appointments via MATTERS transportation voucher program.**
- **Maintains complete, current, and accurate patient follow up charts that comply with MATTERS standards.**
- **Documents all patient-related encounters in a timely manner.**
- **Attends and participates in all MATTERS related meetings**
- **Completes monthly report on MATTERS related activities.**
- **Maintains confidentiality and quality care.**
- **Additional duties, as required.**

Qualifications

- **Relevant experience in and knowledge of the public health, SUD care, medical, health care, health administration, or other related field**
- **Shows an understanding of the many dimensions of SUD care**
- **Show empathy, compassion and understanding for those suffering with SUD**
- **Have a clear understanding of person-centered and trauma-informed care**
- **Excellent communication skills, both written and verbal, including the ability to work effectively with presenters and program participants.**
- **Ability to effectively conduct presentations and training for small and large groups.**
- **Demonstrated ability to prioritize and meet multiple** deadlines and handle a variety of tasks simultaneously.
- **Reliable, with high integrity and strong work ethic.**
- **The ability to work remotely as part of a state-wide team.**
- **Computer skills including Word, Excel, PowerPoint, OneDrive, Video Conferencing**
- **Ability to work as part of a team and to keep a positive attitude in a fast-paced, and highly dynamic environment.**

Job Requirements
- **Approximately 40 hours/week work schedule**
- **This is a remote position.**
- **Must reside in the NYS region specific to the relevant MATTERS position.**
- **Due to the nature of the referral network, the Outreach Coordinator will be expected to work outside of business hours, primarily in response to emergency referrals of a patient in crisis from external partners.**
- **Requires frequent travel for program expansion purposes.**
- **Must have a driver's license with a clean driving record and must own an automobile.**
- **Bachelor's Degree in a related field (desired but not required) – medical, health science, public health, etc. or a combination of relevant education and experience.**

Benefits
- **Generous retirement plan**
- **Health insurance – 75% employer paid**
- **Dental insurance – 100% employer paid**
- **Generous health expense reimbursement options**
- **Life insurance**
- **Generous PTO**
- **This position is grant funded. Continued employment is dependent upon funding availability.**

EEO
- **UBMD Emergency Medicine is an equal employment opportunity (EEO) employer. All applicants will be considered for opportunities without discrimination.**

Additional information regarding the University at Buffalo Department of Emergency Medicine can be found at *https://medicine.buffalo.edu/departments/emergency.html.*

Additional information regarding the MATTERs Network can be found at *https://www.mattersnetwork.org.*

Job Type: Full-time

Salary: From $58,500.00 per year

Expected hours: 40 per week