



Cow Creek Government Office

Behavioral Health Outreach Coordinator

Job Code: 2461
Department: CCH&WC
Location: Roseburg/Canyonville
Minimum Hourly: \$20.41

POSITION PURPOSE:

The Behavioral Health Outreach Coordinator connects community members with behavioral health services through outreach, education, and care coordination. This role supports access to mental health and substance use resources, assists with referrals and applications, and serves as a knowledgeable link to Tribal, local, and state behavioral health programs.

ESSENTIAL FUNCTIONS:

- Assist patients in securing health insurance coverage or alternate resources, working closely with Purchased and Referred Care (PRC) to manage Oregon Health Plan (OHP) applications.
- Screens all underinsured and uninsured patients for insurance eligibility and supports enrollment or re-enrollment, including proactive outreach to maintain OHA Medicaid/Medicare coverage.
- Provides patient advocacy and education on healthcare resources, program guidelines, and eligibility requirements.
- Delivers outreach and education at Tribal and community events, and trains staff on policies related to patient assistance programs.
- Responds to patient inquiries and complaints regarding insurance and alternate resources, ensuring positive customer service and resolution.
- Acts as a liaison between patients, medical staff, and social service providers to coordinate wrap-around services and reduce barriers to care.
- Builds and maintains collaborative relationships with Tribal and local agencies to expand service availability.
- Manages patient registration, maintains accurate data in clinic systems, and prepares reports, correspondence, and statistical program analysis.
- Maintains confidentiality and HIPAA compliance in all patient interactions.

- Demonstrates cultural sensitivity, initiative, and sound judgment in problem-solving.
- Provides front desk support as needed, including patient check-in, scheduling, and general administrative assistance to ensure smooth clinic operations during staff absences or high-volume periods.
- Completes tasks and special assignments from the Health Operations Manager or Medical Director in a timely manner.

QUALIFICATIONS:

- High school diploma/GED required.
- Oregon Community Partner Certification and Oregon Health Insurance Marketplace Assister Certification preferred or the ability to complete the approved training and obtain certification within 90 days of employment.
- Two years of experience in customer service or community outreach required.
- Experience working in a medical clinic, other health services, or social services setting, required.
- Background in working with the Tribal community, or other cultural entity, preferred.
- Ability to learn and use an Electronic Health Record.
- Proficient with Microsoft Excel and Word.
- Excellent verbal and written communication skills.
- Valid Oregon driver's license, required.