Position Title: (DPCS) Healthcare Ambassador (2 positions available)

Hiring Organization: Kaiser Permanente (Mid-Atlantic Permanente Medical Group)

https://physiciancareers.kp.org/midatl/index.htm

Location: Capitol Hill, DC & Largo, MD.

Organization Information
At the Mid-Atlantic Permanente Medical Group, the trusting relationship between skilled doctors who care about and for their patients is central to the way we practice medicine. We lead the nation in preventive care for adults and children. We excel in health education, early detection, and careful management of chronic diseases. Patient care decisions are yours.

Permanent physicians from across the country share best practices regarding the most effective medical care, new developments in research, and the latest medical technologies. In our communities, our physicians appear regularly in top physician lists in magazines such as Washingtonian, Baltimore Magazine, and the Washington Consumer Checkbook. Our physicians respect diverse cultures and lifestyles.

Many of our physicians hold academic appointments at universities and hospitals, and serve on health-related boards and committees. We will encourage you to join your colleagues who participate in research studies with partners such as NIH, Johns Hopkins and other medical facilities as well as Kaiser Permanente's own Division of Research.

Five key elements - Prevention, Excellent Care, Top Doctors, Compassion, and Innovation - exemplify our integrated care delivery model.

Position Function & Responsibilities

BASIC FUNCTIONS
- Accountable for facilitating integration with licensed caregivers in outpatient, observation and inpatient Kaiser Permanente arenas. This will involve working with the healthcare team at Kaiser Permanente and the Member.
- Position will be based out of Capitol Hill, DC and Largo, MD

RESPONSIBILITIES
- Act as liaison between the patient and Kaiser Permanente healthcare professionals to ensure the entire spectrum of care is coordinated for the patient.
- Educate and support Member and family so that he/she can take advantage of the broad array of services available internally to ensure the member’s care is optimally managed.
- Collaborate with Member and families to ensure appropriate use of clinical resources.
- Serve as resource to resolve issues for patients and healthcare providers that effect the Member’s healthcare status.
- Liaison with social services agencies and community resources, as appropriate, on behalf of member, and under direction of licensed health care provider.
- Maintain accurate, up to date records in patient record keeping system.
- Ensure Member receives care identified by healthcare providers.
• Monitor admissions, discharges and coordinate discharge care with healthcare providers and case managers.
• Respond to requests from both the Member and the healthcare provider in a timely manner.
• Must be willing to travel to members’ homes.

Qualifications
• Must pass comprehensive credit, criminal and DMV background checks.
• Must be eligible to be bonded.
• Must pass drug and alcohol screening.
• Must have and maintain valid driver's license, excellent driving record, comprehensive liability insurance coverage and unrestricted access to reliable personal transportation.
• Bachelor’s degree required, preferably in health or life sciences.
• Exposure to healthcare organization or field strongly preferred; do not need license in healthcare field.
• Strong critical thinking and organizational skills.
• Self-disciplined, energetic, passionate and innovative.
• Must be an independent self-starter with strong initiative.
• Work independently with little supervision.
• Demonstrate sound judgment, decision-making and problem solving skills.
• Possess cultural awareness and sensitivity. Respect cultural differences.
• Be flexible, adaptable and be able to work in a variety of settings.
• Excellent verbal and communication skills.
• Proficient in Microsoft Word, Excel and facile with learning new software programs
• Prior to hiring, the successful candidate(s) must pass a comprehensive pre-employment background check, which will include a review of their driving, credit and criminal histories to the extent allowed by law.

How to Apply
• This job opportunity is posted through the DPCS Post-Graduate Fellowship program, which helps match graduating Dartmouth seniors with non-profit and governmental job that support the common good.
• To apply, blitz your resume and a cover letter which specifically addresses your skills & interest in this position to DPF@Dartmouth.edu. Materials should be received by 12 PM on Tuesday, April 22, 2014.