



Jewish Family Home Care - Community Liaison

Job Description

Reports To: Executive Director

Job Summary

The community Liaison is a field-based business development representative, responsible for meeting the volume expectations for referrals and admissions; establishing and maintaining relationships with referral sources; effectively prioritizing accounts, and developing strategic plans to successfully manage and grow accounts. Liaisons identify current and potential referral sources and educate, nurture and develop relationships in a defined market. The Liaisons are responsible for creating and executing a plan for market growth to include sources such as hospital systems, physicians, discharge planners, rehabilitation centers, and other healthcare providers.

Responsibilities

- Arrange appointments and call actively with hospitals, social workers, case managers, community partners and other healthcare professionals to increase new professional referrals and nurture existing relationships to continue growth in territory.
- Build trusting strong relationships that will encourage direct referrals by:
 - Developing professional JFHC presence in the market
 - Educating professionals on our value, process and best practices
- Maintain relationships with referral partners by providing support, information and guidance that will lead to increased number of referrals
- Engaging hospitals, physicians and other health care professionals to provide valuable information and promote quality patient care with our community partners
- Achieve or exceed referral quota quarterly and annually
- Pipeline management: manage lead pipeline on daily basis and accurately record activity and information in the electronic system
- Effectively manage budget for marketing collateral and other customer centric activities
- Contribute to team through conference call and local meeting participation
- Participate in prospecting activities and special events to increase new leads

Qualifications, Required Skills and Competencies

- 3+ years business development or liaison experience in a consultative quota driven environment
- Demonstrated history of success in community liaison role, focus on healthcare or senior services required
- Established hospital relationship in assigned territory highly preferred
- Proven ability to maintain quality relationships with a large number of professional referral sources
- Excellent communication and presentation skills

- Ability to travel from time to time outside of local region, for occasional meetings
- Must have reliable transportation

Education Requirements

- Bachelor’s degree preferred

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to lift, carry, walk, sit, push, pull and work a flexible schedule. Must be able to move continuously during work hours and able to lift and/or carry 25 pounds. The Community Liaison will be required to use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is frequently required to stand and talk or hear. Specific vision abilities required by this job include close vision, distance vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate. Works indoors and travels to/from clients home.

I have read/reviewed the job description for the position of Community Liaison, acknowledge that all items are essential to the job, understand what the job demands, and agree that I am able to perform the essential functions of the job, with or without reasonable accommodations.

Name of Employee: _____
(Print)

EmployeeSignature: _____ Date: _____

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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