



## Community Provider Liaison – LVN

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**Job Title:** Community Provider Liaison – LVN  
**FSLA Classification:** Exempt  
**Department:** Center Administration  
**Supervisor:** Center Manager

### Job Summary

Under the direction of the Center Manager, the Community Provider Liaison assists in providing clinic case management and liaison to participants and providers.

### Job Specific Duties

- Ensure that participants and their caregivers understand the services of Fresno PACE
- Collaborate with the Interdisciplinary Team to deliver education on health conditions and healthy lifestyles in the clinic and/or the community.
- Conducts culturally appropriate outreach regarding health conditions and available resources to participants and their caregivers.
- Conducts follow-up phone calls to participants as needed.
- Attend specialty appointments as needed.
- Liaison between PACE facility and provider.
- Act as liaison with primary care provider in the event of an episodic illness; assist in coordinating services provided by primary care provider.
- Communicate changes in participant health or functional status to the interdisciplinary team members for coordination of care.
- Coordinate participant care with outside contracted service providers, including hospitals, nursing facilities, assisted living facilities, lab, oxygen, etc.
- Communicate with weekend and after-hours on-call staff, following up on issues as necessary.
- Ability to pass PACE marketing exam within the first 60 days of employment.
- Understanding and assist with intake and enrollment process as needed.
- Able to demonstrate strong organizational skills.
- Ability to perform and prioritize multiple functions and tasks.
- Keeps and maintains a professional and positive attitude at all times.
- Follows and abides by Fresno PACE policies and produces as established.
- Attends training's and meeting as required, participate in committees, in-services and other projects as assigned.



## **Working Conditions and Physical Demands**

The working conditions and 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.

- Ability to access all areas of the center throughout the workday.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Ability to communicate verbally, with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.
- Be flexible in schedule of hours worked.
- Variable working conditions (center, hospital, nursing facility, participant home as needed).
- Required to travel locally with mileage reimbursement at non-profit rate.
- Maintain confidentiality of participant information.

## **Knowledge, Skills, and Abilities**

- Working knowledge of physical, mental, spiritual, and social needs of the frail elderly and their families.
- Effective case management skills.
- Ability to work with ethnically diverse populations.
- Ability to apply creative problem-solving skills to complex issues.
- Ability to work with interdisciplinary teams.
- Strong organizational skills, flexible, resourceful, and energetic.
- Effective oral and written communication skills.

## **Requirements and Education:**

- Active LVN License
- Valid Driver's license
- Automobile insurance verification
- Ability to engage in local travel
- CPR certification
- Is medically cleared from communicable diseases and has all immunizations up-to-date before engaging in direct participant contact



- Minimum of one (1) year of documented experience working with a frail or elderly population.
- Prefer experience as a Community Health Worker or similar training.