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Patient Support Liaison

Pittsburgh, Pennsylvania, United States

Description

About Wellist:

Wellist gives healthcare leaders the tools and insights they need to improve patient experience by addressing unmet social needs across the care continuum. Wellist's Integrated Patient Experience Solutions combines proprietary technology, human services, and unique data. Our solutions portfolio includes needs assessment services, digital health tools, in-hospital concierges, and call center navigators, which are powered by a proprietary directory of patient support services.

In 2016, Wellist was recognized by MassTLC as the Most Innovative Technology of the Year – Healthcare, for our significant contribution in the area of Patient Data and Healthcare Insights. Wellist also received the Diversity Leadership Award: Startup from Rock Health for our commitment to hiring, supporting, and building diverse teams. In 2017, Wellist was named the winner of a Silver Stevie® Award in the Company of the Year category in the 15th Annual American Business Awards.

Position Description:

Wellist is seeking a Patient Support Liaison to be at the forefront of improving the lives of patients and caregivers as a key ambassador for Wellist's Integrated Patient Experience Solutions. Patient Support Liaisons help connect our clients' patients and caregivers to non-clinical support via our online tool and call center. These team members will work closely with the Senior Manager of Client Services; Support Liaisons will also be responsible for registering patients and providing navigation support on-site.

Key Deliverables:

1. Delivers truly empathetic and empowering support to patients and caregivers
 1. Responsible for meeting with patients and caregivers on-site to assist them with program enrollment and the development of a personalized, non-clinical support plan
 2. Clearly and effectively communicates options with patients and caregivers; provides follow-up support if necessary
 3. Supports clients and those they serve with non-standard needs when they arise; delivers creative solutions to ensure all members are supported
 4. Facilitates connections between patients, Wellist, and clients to ensure seamless experience across on-site, web, and call center interactions
2. Proactively engages others to ensure continuous improvement
 1. Communicates effectively across Wellist and client teams
 2. Quickly learns and adapts to changing needs, while always upholding Wellist values and integrity
 3. Captures best practices and metrics from the field to help identify opportunities for process improvement; shares challenges, learnings, and recommendations with Wellist colleagues

Requirements

Position Competencies:

- **Empathy:** Able to understand and address evolving patient and caregiver needs throughout the patient journey
- **Communication:** Exhibits succinct and clear written and oral communication skills; capable of focusing on high impact messaging
- **Resilience:** Able to practice patience and the active listening skills required to provide patients and caregivers with necessary tools to enhance their experience
- **Enthusiasm:** Demonstrates a passion for the Wellist mission, and a commitment to improving the lives of patients and caregivers

Wellist Culture Competencies:

- **Refreshing:** Brings upbeat “can-do” attitude and creative new ideas to help make life easier for our users, customers, partners and colleagues
- **Empathetic:** Understands others’ experiences and emotions. Acts with kindness, compassion and respect
- **Empowering:** Takes accountability for helping others succeed. Coaches and develops others at all levels of the organization
- **Trustworthy:** Does what is right. Speaks truthfully and acts with integrity. Follows through on commitments
- **Adaptable:** Flexible. Adjusts quickly to changing priorities and conditions. Copes effectively with complexity and change

Additional Requirements:

- Authorized to work in United States
- Able to travel to all client sites in Allegheny County
- Some experience in a clinical setting preferred
- Ability to demonstrate proven track record of success

Other

- Flexible or part-time work arrangements available

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