



JOB DESCRIPTION
HEALTH ACCESS COORDINATOR

FLSA Status: Non-Exempt

Status: Part-time (20 hrs/week)

Reports to: Manager of Grants & Community Engagement

Supervises: none

Travel: Less than 10 days a year

Department: Grants & Community Engagement

JOB PURPOSE: The Health Access Coordinator (HAC) will provide case management services for refugees and immigrants and connect clients to needed services in the community. Services are intended to promote the refugee's well-being so that health concerns (physical, psychological, mental) do not become barriers in achieving and maintaining self-sufficiency. The HAC will also develop and provide community education classes targeting diverse communities that will provide comprehensive information about the U.S. healthcare system, culturally relevant health education, and community resources to support refugees and immigrants.

QUALIFICATIONS:

- Associate's degree in health and human services, or equivalent combination of education and experience preferred.
- Experience working with refugee populations. Strong analytical and problem solving skills.
- Superior verbal/written skills and presentation skills.
- Computer proficiency including Microsoft Office Suite and experience with data entry and database management
- Strong interpersonal skills essential.
- Strong knowledge and understanding of health related services, multicultural orientation, and community resources related to refugee populations.
- Bi-lingual preferred.

PRIMARY FUNCTIONS:

- Provide comprehensive case management for refugees and immigrants addressing the social determinants of health.
- Develops a clear written plan of action for client issues and documents all interventions in client case notes.
- Works with partner agencies to determine client education topics based on the needs of the refugee and immigrant community.
- Develops curriculum and/or identify community partners with content expertise, and provides client education during community education workshops held at The Center.
- Documents education sessions, maintains attendance records and provides data for reports.
- Maintains client privacy and confidentiality in accordance with agency policy and procedures.
- Maintains knowledge and understanding of health, human, education and social related services, multicultural orientation, and community resources related to refugee populations.
- Coordinates with Compass Interpreters and Tone to facilitate interpretation and translation services as needed.
- Completes all program reporting documentation and submits reports as required in a timely manner.

OTHER FUNCTIONS:

- Ensures programs are administered in accordance with federal and state regulations and in compliance with contract/funding requirements.
- Coordinates services with other departments of The Center to assure the client receives a full range of services provided by the agency.
- Participates in agency long range planning to assure future growth and development of The Center.
- Promotes the health and education programs in the community by attending community functions, speaking on behalf of the agency and serving as a liaison with related agencies and service providers.
- Any other duties required by the agency, contracts, the supervisory management or the Board of Directors of the agency.