

Jenesse Center, Inc.

Job Description:
Healthcare Advocate

Job Summary: The objective and importance of the Healthcare Advocate (HA) is to:

- 1) Support effective implementation of organization-wide health advocacy services;
- 2) Assess for and respond to client health needs; and
- 3) Promote linkages and access to healthcare services for clients in order to improve their health, safety and self-sufficiency outcomes.

The Healthcare Advocate is responsible for completing health assessments with all adult clients to identify their individual and family health needs. Through routine assessment and interviewing, the HA will facilitate linkages to needed health services by making both urgent and non-urgent warm referrals to Jenesse's healthcare partners. The HA will provide necessary follow up on all referrals made to ensure successful streamlined access to quality care and support routine/preventative healthcare utilization among clients. The HA is also responsible for ensuring routine measures of infection control safety, as well as providing education for staff and clients in order to help prevent the spread of diseases. The HA will ensure proper data collection on clients and submit data reports to management in a timely and accurate manner for contract/grant and quality improvement purposes. The HA reports directly to the Family Services Program Manager.

Duties and Responsibilities:

- Support implementation of the health advocacy services department.
- Provide health assessments for all clients to promote and ensure access to healthcare services.
- Provide appropriate support and follow up on all healthcare referrals, adhering to feedback loop protocols with healthcare partners.
- Provide universal education and resources to all clients on health and the health impacts of violence.
- Coordinate cross-referrals and warm handoffs with staff and partner organizations.
- Coordinate transportation and accompaniment to healthcare facilities, as needed.
- Assist clients with information, accompaniment and advocacy to obtain needed medications and/or medical supplies.
- Conduct and coordinate health education classes for clients, and obtain speakers for weekly health education topics, as needed.
- Ensure proper medical follow-up for client appointments.
- Attend local educational conferences on domestic violence, health and mental/behavioral health.
- Ensure proper collection of client health data to ensure compliance with grant reporting and ongoing quality improvement of health advocacy services.
- Work with program staff to ensure performance measures are met.
- Assist with the dispensing of medication and proper documentation.
- Coordinate translation/interpretation for clients and staff, as necessary.
- Attend appropriate staff development classes for professional growth.
- Other duties as assigned.

Requirements:

- Must have a high school diploma, medical assistance training and certification, **and** at least five years of experience working as a medical assistant in a healthcare or public health setting; OR
- Must have a Bachelors degree (in a public health, mental health, social work or other related field) **and** at least 2 years of experience working in a healthcare or public health setting implementing/administering clinical services or community health/health education programming; OR
- Must have a Masters degree (in a public health, mental health, social work or other related field) **and** at least 1 year of experience working in a healthcare or public health setting.
- Supervisor experience is a plus.

Skills:

- Must have excellent communication skills and ability to read, write and interpret documents.
- Must demonstrate strong problem solving skills to independently navigate issues that may arise when doing health assessments, or working directly with clients, their families, healthcare partners and other community partners.
- Must practice good judgment in decision-making.
- Must be detail-oriented and accurate.
- Must be able to communicate with clients in a kind, nurturing and nonjudgmental manner.
- Must be able to work collaboratively with staff of different departments and partner organizations.
- Must demonstrate the ability to take initiative, self-monitor and work with little supervision.

Salary and Benefits:

This is a full time position with a benefits package. Salary depends on education and experience.

To apply, send your cover letter and resume to health@jenesse.org, attention Human Resources.