

POSITION DESCRIPTION

Organization: NeighborImpact

Organization Mission:

NeighborImpact: NeighborImpact is dedicated to empowering individuals and families to succeed and become engaged citizens in the community.

Position: Health Access Navigator

Location: NeighborImpact; 2303 SW First Street, Redmond, OR 97756

Summary of Position

The Health Access Navigator assists in the development, implementation and maintenance of a pilot health access project. The project includes development and maintenance of a health resource information database, an electronic communication forum for staff to share health access tips, questions and answers, and development and maintenance of a record keeping system for tracking health information and referrals (I & R) and follow-up. Position provides information & referral to families to identify health resources and apply for public health benefits. In addition, the member supports case management for a subset of high-need families to assist them in creating ongoing and continuous source of healthcare. The AmeriCorps Member will work in coordination with the Services Planning Specialist, Family Partnership Specialist and Wellness Specialist to support families in accessing and securing health care. Member also participates in the planning and evaluation of the pilot project.

Essential Responsibilities:

1. Assist in development and maintenance of health services information database
2. Assist in the development and maintenance of an electronic communication forum to assist staff in sharing health access tips and resources. Monitors communications and shares additional information/tips as needed.
3. Provide and track information and referrals to NeighborImpact customers for public health benefits, free/low-cost clinics, and health care resources.
4. Supports NeighborImpact families in applying/re-applying for public health benefits.
5. Respond to requests from case managers and/or Wellness Specialist to support identified health follow-up needs.
6. Assist subset of case managed families with intensive health access support to apply/reapply for public health benefits, find a medical/dental home, secure doctor/dental appointments, arrange interpretation and transportation for doctor/dental appointments and prepare for doctor visits.
7. Assist & support high-need case load families via telephone, email, and home visits (with case manager) to access an ongoing and continuous source of health care for their family.
8. Maintain an effective and efficient recordkeeping system for tracking ongoing and continuous source of health care for families.
9. Provide accurate and complete reports of families that have obtained public health benefits, access to healthcare and establishment of a medical home.
10. Document gaps in health access services as reported by staff and families.
11. Attend AmeriCorps sponsored orientation, trainings and meetings.

Training

- Provide support and training to case managers and identified staff in accessing health care resources

Additional Duties

- Maintain open, respectful and positive communication with other staff, parents, community partners, and other volunteers.
- Collaborate with NeighborImpact staff to increase access to healthcare
- Participate in planning with the Wellness Specialist, Family Partnership Specialist and Services Planning Specialist to develop, implement and evaluate pilot program.
- Maintain strict confidentiality of child and family medical information in compliance with agency policy.
- Attend required program and agency meetings and trainings as determined by site supervisor.
- Relate in a positive way, both verbally and physically, to children and parents.
- Assist with promotion of child, family and staff wellness activities and health access.
- Keep monthly record of work related travel mileage and plan trips to conserve mileage where possible.
- Report and record incidents and injuries according to agency policies

PREFERRED QUALIFICATIONS:

1. An independent, self-motivated, creative and resourceful individual who enjoys working with diverse groups of people.
2. Substantial problem-solving and decision-making skills
3. Good reading, record keeping and math skills
4. Ability to communicate effectively and positively both orally and in writing
5. Intermediate computer skills
6. Excellent ability to attend to details
7. Ability to maintain confidentiality and make sound judgments
8. Ability to relate positively to adults of varying social and economic backgrounds
9. Bi-lingual English/Spanish speaker preferred
10. Valid drivers license, good driving record and own transportation.
 - Enrollment in the OR Child Care Division-Criminal History Registry (prior to placement)
 - Pediatric CPR/First Aid certification (training provided)

CONTACT: For more information about this position please contact:

Keri Podell, Services Planning Specialist, 541-548-2380, Ext. 135