

Job Description – Health Promotions Associate (R&P)

Position Summary:

The primary purpose of the Health Promotions Associate (R&P) is to assist the R&P team in connecting clients to culturally and linguistically appropriate medical care during the initial period of their resettlement. This position will schedule appointments, arrange transportation, and follow up on client medical needs throughout the R&P period. This position will assist clients in navigating medical issues and problems with insurance and billing and will generally serve as a source of medical case management support for the R&P team. This position reports to the Manager of Health Services.

Responsibilities:

- Schedule all new Primary Care Physician (PCP) appointments for newly arrived refugee clients.
- Assist with providing or scheduling transportation for clients to PCP appointments as needed.
- Coordinate timely medical care for clients as outlined in client biodata and on Significant Medical Conditions Forms
- Assist in scheduling dental and optometry appointments as needed for R&P clients.
- After clients are seen by MCPHD, follow up on findings and referrals for clients.
- Assist R&P clients in navigating medical bills.
- Arrange transportation trainings for R&P clients to include Medicaid cab, Uber/Lyft and/or IndyGo, as needed.
- Serve as a key contact for medical providers working with Exodus R&P clients.
- Maintain up to date programmatic knowledge of all medical services involving Exodus clients.
- Assist clients in accessing transportation and interpretation as needed for medical services.
- Attend weekly staff and team meetings.
- Participate in Exodus staff training and development activities.
- Participate in the emergency phone and airport rotation.
- Serve as a medical resource and support to members of the R&P team.
- Perform other duties as may be required by the supervisor.

Position Criteria:

- Preferably have a minimum of two years of experience in social services.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be comfortable in intercultural environments.
- Must be detail oriented.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to refugees.
- Must be able to function as part of a team.
- Should be familiar with the local social services community.
- Must have a vehicle, valid license, and insurance to transport clients.
- Must have PC proficiency and be competent with Outlook, Word, Excel, and PowerPoint.