

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. This position will schedule appointments, arrange transportation, and follow up on client medical needs as identified in 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:

- Assist clients in accessing and understanding medical care if significant needs are found after the first PCP visit but they are not yet enrolled in ongoing case management.
- Assist with transportation and interpretation as needed for medical services after their initial PCP visit and first follow up.
- After clients are seen by MCPHD, follow up on findings and referrals for clients. Health Promotions Associate will manage dental and vision referrals and follow up in a timely manner. Health Promotions Associate may assist with other MCPHD follow up as requested by Director and Manager of R&P Services.
- Assess clients for community resources and educate on local dental and vision options for preventative care. Assist with scheduling as needed.
- Assist in scheduling dental and optometry appointments and providing transportation as needed for R&P clients that have dental pain and time sensitive care.
- 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.
- 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.