

GRADE: 11
DIVISION: Preventive Health Services

POSITION SUMMARY:

Provides direction for and supervision of team of workers of health-based engagement team to address uninsured and underinsured Tulsa area Residents. Duties of team to include; Agency view enrollment assistance to Medicaid/SoonerCare adult expansion populations; community messaging to increase awareness of American Rescue Plan child tax credits in order to rebuild and strengthen self-sufficiency following the Covid-19 pandemic; and conducting basic needs screening, providing referrals and follow-up as appropriate.

PRINCIPAL DUTIES/RESPONSIBILITIES:

The following functions represent most of the duties performed by the position but is not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS:

1. Develops a strategic plan with team input to expand Medicaid utilization to include non-parenting adults ages 19-64 years of age, identify and engage with those most in need of health care and manage clients requesting help with SoonerCare enrollment via phone and in person interaction.
2. Provides training in the enrollment and renewal of eligible clients in SoonerCare by providing Agency View assistance on-site at a THD location.
3. Establishes and directs clear and consistent messaging on the process of utilizing child tax credits as provided in the American Rescue plan to assist in recovery efforts.
4. Develops relationships with partner agencies that serve newly eligible population, assigns team members to attend health fairs and other community to increase awareness of expanded access to SoonerCare and childcare credits.
5. Attend regular collaboration meetings with external stakeholders such as Tulsa Response and Healthcare Coverage Program.
6. Provides training in and monitors the process of basic needs screening with team members to identify which services internal to THD and in the community would best meet their needs.
7. Supervises staff who provides translation assistance to specific communities as appropriate to include Spanish, Zomi, and Burmese languages.
8. Provides link to internal programs serving similar populations and roles to include social workers, case managers, other THD programs and supervisors.
9. Coordinates outreach efforts to ensure continuity and comprehensiveness of community saturation.
10. Reviews and monitors outreach database in a timely manner to ensure accurate and complete reports are provided to outreach manager and others as designated.
11. Provides guidance on brief individualized educational messages to clients regarding promotion of health and receiving prevention services.
12. Meets regularly with the outreach manager, team of community engagement specialists, and THD staff to address quality improvement issues and revise strategies.
13. Completes required training in support of duties and responsibilities of this position.
14. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Bachelor’s degree in human services or related field preferred

Experience: Previous experience (at least 3 years) with recruiting and engaging with clients in a community agency or public setting and/or customer service delivery preferred, **supervisory experience a plus**

Skills and Knowledge:

- Knowledge of community resources; of target population; and of communities at highest risk for poor health outcomes
- Familiar with communities serving Spanish speakers or Zomi/Burmese cultures
- Effective public speaking skills
- Skills in communicating effectively, both orally and in writing; in assigning and monitoring tasks and duties to completion.
- Skill in establishing and maintaining effective working relationships.
- Excellent customer service delivery
- Ability to lead teams, manage work groups and complete performance reviews

Licenses: None.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- External contact with the general public and community agencies.
- Internal contact with various staff members.

PHYSICAL EFFORT:

Physical effort is required for sitting, standing, walking, bending, stooping, lifting, pushing, and pulling as needed to obtain supplies and conduct job tasks. May require moving or lifting up to 25 pounds. Repetitive computer and telephone use. Sitting for long periods of time. Conduct interviews, lead and attend meetings.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision: Community Engagement Specialists (4)
Indirect Supervision: None.
Budget/Money/Material: Responsible for assigned equipment.
Reports to: Outreach Manager

WORKING CONDITIONS:

Conditions include those found working in an office environment. Additionally, various settings to include clients’ homes to conduct interviews, attend offsite community meetings in public areas. Must feel comfortable doing community outreach and working with clients in diverse socioeconomic communities. At times, exposure to a noisy, crowded work environment, community neighborhoods and occasional interaction with clients in various stages of mental health.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must be willing and able to perform job-related travel.

FLSA Status: Non-Exempt