

GRADE: 8
DIVISION: Preventive Health Services

POSITION SUMMARY:

Provides health-based education and connections to uninsured and underinsured Tulsa area Residents to include; Agency view enrollment assistance to Medicaid/SoonerCare adult expansion populations; community messaging to increase awareness of preventive health services and available community programs to rebuild and strengthen self-sufficiency as well as 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. Completes training in and facilitates the enrollment and renewal of eligible clients in SoonerCare by providing Agency View assistance.
2. Assists the team with development of a strategic plan to expand outreach services 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 or in person interaction.
3. Based on strategic plan, locates, and enrolls newly eligible individuals in need of healthcare coverage through agency and canvassing campaigns/contacts at the clinic and via referrals to THD Client Helpline.
4. Develops relationships with partner agencies that serve eligible populations, attend health fairs and other community events as designated to increase awareness of expanded access to SoonerCare and to encourage use of benefits once enrolled.
5. Attend regular collaboration meetings with external stakeholders such as Tulsa Response and Tulsa Healthcare Coverage Program.
6. Completes basic needs screening with potential clients to identify which services internal to THD and in the community would best meet their needs.
7. Provides translation assistance to specific communities as appropriate to include Spanish and Burmese populations.
8. Makes appropriate referrals to social workers, case managers and other social and health agencies, assists with addressing barriers as needed, and completes follow up to ensure client's needs have been addressed successfully.
9. Enters client data into a database in a timely manner to include tracking data, referrals, follow up and other reports as assigned including monthly logs and client contacts forms to document work with clients.
10. Provides brief individualized educational messages to clients regarding promotion of health and eligible prevention services.
11. Meets regularly with the supervisor, outreach manager, community engagement specialists, and THD staff to address quality improvement issues and revise strategies.
12. Completes required training in support of duties and responsibilities of this position.
13. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: High school diploma or equivalent required. Associates or bachelor’s college work preferred— human services or related field

Experience: Previous experience (at least 1 year) with recruiting and engaging with clients in a community agency or public setting and/or customer service delivery preferred.

Skills and Knowledge:

- Knowledge of community resources; of target population; and of communities at highest risk for poor health outcomes
- Bilingual in English/Spanish or English/Zomi/Burmese preferred
- Skills in communicating effectively, both orally and in writing; public speaking and in understanding and carrying out instructions.
- Skill in establishing and maintaining effective working relationships.
- Excellent customer service delivery

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: None.
Indirect Supervision: None.
Budget/Money/Material: Responsible for assigned equipment.
Reports to: Community Engagement Supervisor

WORKING CONDITIONS:

Conditions include those found working in an office environment. Additionally, various settings to **include housing communities 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 with various levels of mental health stress/crisis.

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