

JOB DESCRIPTION

INFORMATION AND REFERRAL SPECIALIST

JOB TITLE: Information and Referral Specialist
DEPARTMENT:
REPORTS TO: Manager of Information and Referral Services

FLSA STATUS: Exempt
EFF. DATE: Nov. 1, 2022

SUMMARY OF PURPOSE AND RESPONSIBILITY

Responsible for conducting telephonic outreach to farmworkers and answering a national information and referral telephonic line, assisting farmworker families to engage in and access health care and preventive services.

LEADERSHIP AND SUPERVISION

Employee receives direct supervision from the Manager of Information and Referral Services. Employee does not provide direction to other staff

NATURE/METHOD OF WORK

Work is technical and administrative-level, requiring knowledge of NCFH policies and practices. Duties are generally performed independently, with priorities and work plans developed by the employee's manager and monitored periodically. Communication with individuals in response to requests is extensive. The impact of the employee's work on the overall performance of NCFH is generally limited to individual contact; and most work is either self-corrected or checked by others.

QUALIFICATIONS

Job duties require a general level of technical knowledge in community outreach and patient navigation with 1 to 2 years of higher education or a certification as a community health worker. Experience in community outreach, patient navigation, and knowledge of immigrant communities, Hispanic culture, and community resources is important. High level of verbal communication skills is required. Must be bilingual in English and Spanish. Experience in digital communications, such as Facebook, Instagram and WhatsApp, is required. Community Health Worker certification is preferred but not required.

WORK ENVIRONMENT & CONDITIONS

Work is typically performed in a normal office environment or if remotely in an environment that is free of noise and distractions.

Responsibilities/Duties

Call for Health Program
a. Responds to callers, providing information or referrals to healthcare facilities as appropriate
b. Provides general information on COVID screening and testing; provides referrals to testing sites; conducts follow-up as necessary or appropriate
c. Provides general information on COVID vaccination; provides referrals to vaccination sites; conducts follow-up as necessary or appropriate
d. Assists in interpreting between health care providers and patient, when needed.
e. Assesses social and economic needs of callers; provides information and referrals for services as necessary or appropriate
f. Screens applications to Call for Health (CFH) for financial assistance, coordinates assistance, and transfer of funds for eligible services.
g. Helps negotiate discounted services and/or payment plans on behalf of farmworkers
h. Documents stories and representative experiences
i. Documents and/or updates encounter information into Salesforce database
j. Researches new healthcare and social service resources
k. Participates in efforts to promote awareness of the Call for Health Program among potential users
l. Participates in fundraising efforts and promotes fundraising campaigns
m. Fosters and maintains relationships with CFH collaborators
n. Assists with creating Spanish-language CFH social media content
USDA grant activities
a. Conducts telephone outreach to farmworkers to verify proof of agricultural employment, identification, and important data in Salesforce
b. Conducts preliminary assessment of farmworker's circumstances to determine the urgency of need to expedite the payment process
c. Arranges interpretation services utilizing identified partners such as CIELO, Language Line, or Language Access Florida
d. Conducts telephone outreach to farmworkers to provide information and education to healthcare services
e. Provides timely follow up on pending cases
f. Assesses and identifies farmworker needs and provides appropriate referral to services.
g. Documents and/or updates encounter information into Salesforce database
Other
a. Assist with administrative activities as appropriate