

Job Announcement
Full time Health & Case Management Coordinator -- Hartford

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. We have been working in Greater New Haven for 40+ years, and over the past few years we have been expanding into Greater Hartford. We will be opening an office in Hartford by the fall of 2021 and are hiring a team who will focus on serving clients in Hartford. The Health & Case Management Coordinator (HCMC) will be part of that team.

General Description

IRIS helps newly arriving refugees connect to essential services including healthcare and public benefits. The Health & Case Management Coordinator will be the primary contact for Hartford providers of medical services. The HCMC focuses on ensuring that newly arriving clients access healthcare and learn to navigate the American healthcare system as quickly as possible. The HCMC also plays an important case management role by helping clients apply for social security cards and DSS benefits and learn to use public transportation.

This is a dual reporting position, two part-time positions combined into a full-time role. This role is likely to evolve as IRIS plans to expand in Hartford over the next few years.

The ideal candidate knows Hartford well and has previous experience working with refugees and/or in health services.

Due to the COVID-19 pandemic, the IRIS office in New Haven is currently open by appointment only. We continue to take precautions and work remotely when it is feasible. However, it is expected that the HCMC will also provide services in person as needed and especially once the Hartford office is open. **It is essential that the person hired for this position be vaccinated against COVID-19 and comfortable coming into contact with other people.**

We aim to fill the position by September 1, 2021.

Essential Duties and Responsibilities include:

Health services:

- Schedule and arrange for refugees to receive a Refugee Health Assessment (RHA) within 30 days of arrival.
- Facilitate clinic physicians' access to overseas medical exam forms when available
- Ensure clients have adequate transportation to attend RHA pre-screening and attend clinic appointments (arrange or provide transportation, or confirm that clients are able to get to the clinic on their own) (This can be through various means. The post-pandemic nature of this service must be clarified in 2021.)
- Ensure RHA forms are completed, filed in case files, and sent to the CT DPH in a timely manner.
- Ensure pediatricians complete school forms in a timely manner and that the education coordinator has access to the forms.

- Schedule appointments for—and help clients access—primary care, dental care, vision care, physical therapy, mental health care, and women’s health care/prenatal care, as necessary.
- Follow up on referrals to specialists, diagnostic imaging, chest clinic, and other appointments as necessary.
- Schedule initial intake with the WIC program, for pregnant women and children under age 5, and ensure that they learn to use their WIC benefits.
- Instruct clients on how to fill prescriptions at a pharmacy, properly take medications, independently schedule appointments, and utilize public transportation or medical taxis.
- Assist clients in creating patient portal accounts and help them learn to use them
- Contact medical billing offices as clients’ bills are received and provide insurance information. For those bills that are problematic, troubleshoot to find a solution. Notify clients when they have outstanding bills and assist in resolving them. Communicate with case managers to resolve insurance issues due to DSS problems.
- Case-note pertinent information for each client, especially within the 90-day R&P period: Health assessments, office visits, referral appointments, psych follow ups, vision, dental, ED visits and any other services HC provides
- Maintain the Health database by transferring all case information from the IRIS case lists
- Encourage self-sufficiency by not doing things for the clients that they are capable of doing themselves, explaining limits of IRIS’ role and IRIS policies about assistance as needed
- Help refugees and other immigrants achieve self-sufficiency by teaching them how to navigate the U.S. healthcare system independently.
- Educate and train medical providers about refugee resettlement, the unique health needs of refugees, and exhibiting cultural and linguistic competence in serving refugees and immigrants including the use of medical interpretation
- Represent IRIS in the community to students, organizations, and clinics interested in learning about refugee and immigrant health.
- Provide information as requested to the State Refugee Health Coordinator.
- Participate in CM department meetings
- Other tasks if requested/approved by the Senior Director of Programs

Case Management services:

- Prepares case files and other necessary paperwork prior to a client’s arrival (including but not limited to Social Security Card applications and Department of Social Services benefit applications)
- Makes arrangements for arrivals, including: a culturally appropriate hot meal, an interpreter, seasonal clothing, and a cell phone. Speaks with any US Ties to confirm arrival details.
- Makes copies of all necessary client documents including those client brings with them and those that arrive by mail (such as ID, social security cards, health insurance cards, mail from other social service agencies, signed receipts, etc.), ensure that these papers are filed appropriately
- Follows up with social service agencies such as Social Security, DSS, and Access Health Connecticut, to resolve any problems with the client’s application
- Screens client requests, addresses them when feasible/relevant, refers them to other IRIS staff when appropriate
- Enrolls clients in Diaper Bank and picks up diapers from New Haven office once a month
- Clearly communicates IRIS and federal policies and procedures
- Trains new interns and volunteers to do the aforementioned tasks
- Monitors Google Calendar to keep track of appointments
- Writes case notes to document client contact and actions taken on clients’ behalf
- Performs other necessary tasks as requested by R&P Manager or Senior Director of Programs

Requirements

Candidates must be vaccinated against COVID-19 and comfortable coming into contact with other people.

Candidates must have:

- Knowledge of the city of Hartford and Greater Hartford (neighborhoods, bus routes, medical providers)
- Ability to troubleshoot and problem solve, to juggle multiple commitments and shifting schedules, to effectively manage time and to make informed and effective decisions
- Ability to connect clients of diverse backgrounds, to establish a rapport of trust and partnership
- Ability to enforce boundaries, limits and IRIS policies
- Good oral and written communication skills in English
- Experience and comfort using basic computing and spreadsheet software (Word, Excel, Google Docs)
- A commitment to anti-racism and IRIS' mission
- Ability to come to IRIS' New Haven office on a regular basis

Ideal candidates will have:

- Experience working with refugees
- Experience working with interpreters
- Experience working in health services
- Experience with applications for SNA, TFA, HUSKY, social security cards
- Ability to speak Arabic, Dari, Farsi, French, Swahili or Pashto

Salary: \$39,000

Benefits include: vacation (3 weeks/year), personal days (3 days/year), holidays per IRIS schedule, sick leave

Health, vision, dental, life, and disability insurance

Eligible for 403b retirement plan after one year of service

To apply, send an email to humanresources@irisct.org with the following:

- A subject line that says "HCMC"
- A cover letter
- An attached resume including three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled.