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Job Announcement (full time Healthcare Coordinator)

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org) is a dynamic refugee resettlement agency 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. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

IRIS is looking for a full-time SUN (Services for Undocumented Neighbors) Healthcare Coordinator (SUN HC) who will help newly arrived clients who reside in New Haven and surrounding towns access healthcare and learn to navigate the American healthcare system independently. Our services focus on low income migrants who may be undocumented and seeking asylum. The SUN HC will be responsible for assisting clients in navigating systems and overcoming barriers in matters of health and wellness. They will also provide direct client services and coordinate services with other IRIS staff, community partners, and volunteers.

General Description

The SUN HC is primarily responsible for ensuring that SUN clients are connected to local health care providers and learn to navigate the healthcare system independently. The SUN HC coordinates care with various local providers including Fair Haven Community Health Care, Cornell Scott Hill Health Center, Yale New Haven Hospital, and Haven Free Clinic. The SUN HC will also support clients with emergency medical needs and other significant long-term health needs. They will work closely with both case managers and other members of the IRIS Health and Wellness team.

The SUN HC advocates on behalf of clients and engages with the local medical community on issues related to undocumented and asylum seeking clients. As laws are rapidly changing in CT regarding healthcare coverage, the SUN HC will also assist SUN clients in applying for HUSKY insurance when eligible.

During the current pandemic, the SUN Healthcare Coordinator is also supporting clients to understand and get tested for COVID-19. It is planned that they will also support vaccination education and outreach. The position is hybrid, allowing for remote and in-office work as required.

Essential Duties and Responsibilities include:

Coordinate healthcare for newly-arrived migrants

- 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.

- Guide clients on accessing health resources and advise clients on processes, advise clients on scheduling appointments and following up.
- Help clients access prescriptions
- 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.
- Communicate closely with SUN case managers to understand clients healthcare needs and come up with a plan.

Teach medical self-sufficiency

- Help clients achieve self-sufficiency by teaching them how to navigate the U.S. healthcare system independently.
- 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 medical portal accounts and help them learn to use them
- 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

Engage with the community

- Work closely with the Health & Wellness Manager and the Volunteer Coordinator to recruit a constant supply of volunteers and interns and train and supervise the assigned volunteers and interns
- Educate and train medical providers about working with undocumented patients, the unique health needs of asylum seekers, and exhibiting cultural and linguistic competence in serving migrants including the use of medical interpretation
- Represent IRIS in the community to students, organizations, and clinics interested in learning about undocumented health.
- Assist in advocating for policy changes as it relates to SUN clients, including participating in the #HuskyforImmigrants campaign

Administrative responsibilities

- Request medical record numbers for new clients from IRIS medical partners
- Assist clients in applying for financial assistance programs such as Yale Free Care, HUSKY insurance, and CHC sliding scale fee programs.
- Case note pertinent information for each client: Health assessments, office visits, referral appointments, psych follow ups, vision, dental, ED visits, health orientations and any other services

Requirements

Candidates must have:

- Basic knowledge of the U.S./Connecticut healthcare system including primary care, Medicaid/HUSKY insurance, how to schedule appointments, etc.
- Basic knowledge of the challenges undocumented migrants face as they learn to navigate this healthcare system
- Energy and enthusiasm for the work
- Strong advocacy skills

- The ability to troubleshoot and problem solve, to juggle multiple commitments, to manage time and to make good decisions
- The ability to make clients feel welcomed, heard and supported
- The ability to set limits with clients and encourage self-sufficiency
- Excellent oral and written communication skills in English
- Experience using basic computing and spreadsheet softwares (Google Workspace/ Microsoft Office)
- A commitment to anti-racist practices and the mission of IRIS

Ideal candidates will have:

- A degree in public health or social work
- Experience working in public health or case management
- Experience serving immigrant populations
- Experience working with interpreters
- Strong understanding of the undocumented and migrant experience
- The ability to speak another language, especially Spanish, French and / or Portuguese.

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

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

Compassion: Salary range for this position is \$45,000 - \$ 46,700 per year.

To apply, send an email to IRIS HR, at humanresources@irisct.org as soon as possible with the following:

- A subject line that says "SUN Healthcare Coordinator"
- A cover letter
- An attached resume including 3 professional references

The position is available immediately. Applications will be reviewed in the order they are received and until the position is filled.

No Phone Call Please