



Job Announcement

Ukrainian Program Healthcare Navigator – Full-time (hybrid or on-site)

IRIS (Integrated Refugee & Immigrant Services, Inc, www.irisct.org) is a dynamic refugee resettlement agency based in Connecticut, working in the New England Region and nationally, with a main office in New Haven and a satellite office in Hartford. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, enriching their new communities.

General Description

As an integral part of the Ukrainian Program Team, the Ukrainian Program Healthcare Navigator (UPHN) will work directly with Ukrainian Humanitarian Parole (UHP) newcomers, IRIS staff and the communities around Connecticut that support the newcomers as they seek refuge in the U.S. The UPHN contributes to the effort to help Ukrainian Humanitarian Parolees, and other immigrants with the education and experience needed to navigate the healthcare system independently. The UPHN is a permanent full-time position and works in concert with Ukrainian Case Management and the Health and Wellness staff to troubleshoot obstacles to clients' access to healthcare services throughout the state of Connecticut. The UPHN is part of an 8- 9 staff member team providing direct services to the Ukrainian newcomers, coordinating and tracking service provisions via internal referrals as well as entering case data into the ExtendedReach and Client Track databases for UHP.

Specific Duties

- Assist clients in selecting a Primary Care Professional with their HUSKY insurance.
- Assist clients in creating MyChart accounts and help them learn to use them
- Assist clients to access required TB testing and recommended Health Screenings
- Accompany clients to appointments, and orient them to their medical home
- Conduct individual bus orientations or access free transportation services for clients from their home to their medical home
- Resolve medical billing issues with collection agencies
- Follow up on referrals to specialists and other appointments as necessary
- Instruct clients on how to fill prescriptions at a pharmacy and properly take medications
- Orient and ensure that clients learn to use their Husky benefits
- Conduct quarterly healthcare seminars for client groups at the IRIS offices in New

Haven and Hartford to orient them on the US healthcare system and benefits

- Ensure that proper language interpretation and translation are provided as needed for meeting with clients
- 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
- Educate and train medical providers about refugee resettlement, the unique health needs of our clients, and exhibiting cultural and linguistic competence in serving our clients including the use of medical interpretation
- Case note pertinent information for each client
- Other related tasks as assigned by the Ukrainian Program Manager
- Fluency in English
- Fluency in Ukrainian or Russian preferred
- Must have a valid CT driver's license and be able to drive clients in your own car – mileage reimbursable

Candidates must be fully 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.

Compensation: This is a full time position 40 hours per week and the salary range for this position is \$48,500- \$49,600 per year.

Benefits: Health, dental, vision insurance. Life and disability insurance.

Vacation (3 weeks); personal days (3 per year); sick days, holidays per IRIS schedule
Eligible for 403b retirement plan after 1 year.

IRIS is an affirmative action-equal opportunity employer

To apply, Send an email to the Ukrainian Program Manager- at humanresources@irisct.org with the following:

- A subject line that says Ukrainian Program Health Care Navigator - [Your Name].
- A cover letter
- An attached resume

The position is available immediately and we are looking to fill it as quickly as possible. Applications will be reviewed in the order they are received and until the position is filled.