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Job Announcement Healthcare Coordinator -New Haven- Full-Time

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 Healthcare Coordinator who will help newly arriving clients access healthcare and learn to navigate the American healthcare system independently.

General Description

IRIS must ensure that all newly arriving refugees receive a medical exam within 30 days of arrival and access follow up care as needed notably including immunizations, women's health and dental. The Health Coordinator is primarily responsible for ensuring that new arrivals are connected to local health care providers and learn to navigate the healthcare system independently. The Healthcare Coordinator coordinates care with various local providers including the Yale Refugee Clinic, Yale Women's Center, Fair Haven CHC, Cornell Scott Hill HC and others. The HC will also support clients with emergency medical needs and other significant needs that continue beyond the initial resettlement period.

The Healthcare Coordinator advocates on behalf of clients and engages with the local medical community on issues related to refugee and immigrant health and health care. As IRIS works increasingly with new populations, we will aim to integrate services for these populations into existing work. It is planned that they will also support vaccination education and outreach.

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.

Essential Duties and Responsibilities include:

Coordinate healthcare for newly-arrived refugees

- Arrange for refugees to receive a Refugee Health Assessment (RHA) within 30 days of arrival.
- Arrange for parolees to receive a Refugee Health Assessment (RHA) within 90 days of arrival.

- Schedule RHA and pre-screening appointments and request medical interpreters.
- 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)
- Ensure RHA forms are completed, filed in case files, and sent to the Health and Wellness Manager 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.
- 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.
- Provide information as requested to the State Refugee Health Coordinator.

Teach medical self-sufficiency

- Help refugees and other immigrants 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 MyChart accounts and help them learn to use them
- Lead cultural orientation (CORE) classes related to health
- Lead co-sponsor training sessions on health
- 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 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.

Administrative responsibilities

- Request medical record numbers for new clients from IRIS medical partners
- 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, health orientations and any other services HC provides
- Maintain the Health database by transferring all case information from the IRIS case lists
- Add all pertinent information from arrival notice emails to the Health database.

Requirements

Candidates must have:

- Bachelors' degree or at least 3 years of professional experience
- Working knowledge of the U.S./Connecticut healthcare system including primary care, Medicaid/HUSKY insurance, how to identify providers, how to schedule appointments, etc.
- Experience with or knowledge of the challenges refugees and immigrants face as they learn to navigate this healthcare system
- Energy and enthusiasm for the work
- 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 software (Word, Excel, Google Docs)
- A commitment to anti-racism 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 an immigrant population
- Experience working with interpreters
- Strong understanding of the refugee resettlement process
- The ability to speak another language, especially Arabic, Swahili, Spanish

Job Type: Full-time, Salaried position; 40 hours per week

Salary: \$ 48,000 - \$ 49,600

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

To apply, send an email Senior Director of Programs at humanresources@irisct.org with the following:

- A subject line that says “Healthcare Coordinator -New Haven- Full-Time-YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

The position is available immediately and we are looking to fill it as quickly as possible

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.