

ECDC / AFRICAN COMMUNITY CENTER

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Job Description

Job Title: Refugee Health Liaison
Department: Resettlement Program
Reports To: R&P Program Manager
Type: Full Time
Location: Arlington, VA

JOB SUMMARY: The Refugee Health Liaison ensures access to health and mental health services for newly arriving refugees, asylees, SIV holders, other eligible populations in Virginia. This includes oversight, coordination, follow-up and monitoring of treatment of health and mental health conditions. This position acts as the main point of contact between contracted health providers and general health providers with ACC staff and community members. The Health Liaison tracks that newly-arrived refugees and asylees participate in a Refugee Health Screening and facilitates their access to follow-up care/treatment. The Health Liaison is an important part of ACC's resettlement team, and provides case management to refugees, asylees, and secondary migrants to help them adapt more quickly and easily to a new culture; and integrate into the community by overcoming barriers. This position also updates the Resettlement team on health and best practice updates, and conducts outreach to increase local provider linguistic and cultural competency and increase local partnerships.

Key Responsibilities:

1. Oversee case management for incoming community members in order to provide systematic, coordinated, and timely service delivery that addresses community member needs holistically and contributes to their cultural adjustment and self-sufficiency, including:

- Making appropriate referrals to social service agencies, community resources and other organizations according to program guidelines (food stamps, filing for disability and age related SSI, Medicaid, and senior housing).
- Training clients on prescription management; helping clients with medical paperwork management and record keeping.
- Helping participant obtain citizenship and secure long-term SSI.
- Resolving eviction notices with landlords; connecting participants to, or directly providing, emergency rental assistance.
- Assisting staff in targeting refugees with acute barriers, so they may be matched with volunteers for extra adjustment support.
- Providing one-on-one and group socio-cultural orientation and crisis intervention on topics such as maintaining a safe, clean home; health; shopping and budgeting.
- Providing (access to) interpretation and translation services in refugee languages.
- Documenting each community member's case through agency forms and case notes, indicating all contacts made with and on the behalf of community members, in order to provide internal and external evaluations of program accomplishments.
- Conducting home visits and providing assessment of community members' living situations.
- Document findings in client's case files.

2. Assist with coordination of client health-related appointments and issues:

- Coordinate appointment dates/times with contracted health providers, case managers and clients
- Track and report on refugee screening health appointments and other data as requested
- Coordinate transportation for client screening and referral appointments

- Training participants on navigating the healthcare system on their own, including making appointments and communicating pertinent information to physicians.
- Assist with health care follow-up appointments and referrals;
- Coordinate with case managers, employment staff, and others to provide a holistic approach to service provision
- Assist refugee clients with health insurance marketplace enrollment, and/or access to service providers who will serve those without insurance.
- Conferring with medical service providers on ways to tailor their services, information, classes, routine procedures and systems to be more usable and beneficial to refugees.
- Work on resolving Medicaid enrollment issues; assist in resolution of billing issues

3. Outreach and Training:

- Conduct refugee health related outreach and education with community partners
- Network with community resources and service providers to maintain relationships and expand coverage opportunities
- Build and expand a database of trusted health partners for client concerns.
- Correspond regularly with contract health providers regarding appointments scheduled or missed or follow-up needed
- Plan and update refugee training on health topics and resources. Conduct health trainings in partnership with the resettlement team.
- Attend ACC Resettlement Team meetings and provide other staff with refugee health updates and policies and procedures.

4. Administrative responsibilities:

- Provide data for progress reports as requested by funders
- Record case notes on ACC's database and in client case files.

Education, Experience, Knowledge, Skills and Abilities

- Bachelor's degree (B.A.) in social work, health education, or related field; or one to two years of related training and experience; or other equivalent combination of education and experience.
- Knowledge of public benefits system in Virginia.
- Refugee language capability a plus but not required
- Self-directed, able to handle multiple projects simultaneously, ability to prioritize, and implements creative problem-solving.
- Strong written communication and interpersonal skills
- Detail oriented, extensive documentation skills, highly organized and able to work in a multi-tasked environment.
- Skilled at crisis management, problem solving, decision making and mediation.
- Cross cultural sensitivity with the ability and desire to work with people of other cultures.
- Maintains punctuality for work, appointments and report dates.
- Must work well in a team setting, and also be a highly self-motivated independent worker.
- Commitment to the mission, vision and values of ACC.
- Access to reliable transportation
- Required computer skills: Word, Excel, Internet, Gmail. Knowledge of Access a plus. Comfortable in utilizing new programs and databases.

Physical Demands:

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.

- Ability to hear within normal parameters.
- Requires extensive local travel to meetings and appointments.
- Ability to maintain emotional control under stress.

Contact with Others:

Position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, medical clinic staff, ACC staff and volunteers, and refugee community members.

Other Information:

All employees are expected to comply with ECDC's employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

Confidentiality:

All employees are required to work in a confidential manner in all aspects of their work.

Proof of Eligibility to Work in the United States:

All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

How to apply: Please send resume and cover letter to: hr@ecdcus.org with "Refugee Health Liaison" in the subject line or mail to: ECDC, Human Resources, 901 S. Highland St., Arlington, VA 22204

No phone calls please.

Qualified applicants will be contacted for interview.

ECDC is an equal opportunity employer.