

POSITION ANNOUNCEMENT: Minnesota Council of Churches, Refugee Services Program

POSITION TITLE: Refugee Program Specialist: Health Navigator (Regular, full time, non-exempt)

REPORTS TO: Refugee Services Manager of Health & Education

PURPOSE OF POSITION:

To provide and coordinate services to refugees and asylees which promote self-sufficiency and goal attainment in compliance with MCCRS programs and contracts.

The Health Navigator is a member of the MCC Refugee Services staff who works in collaboration with a statewide team of Navigators to connect refugees and immigrants to health care, insurance, and other health resources. The position also works closely with MCC case managers and community connectors to address individual client needs and provide ongoing education and community orientation.

RESPONSIBILITIES

- Conduct intake and assessments to determine client eligibility for program(s).
- Encourage early self-sufficiency and independence of all program participants.
- Develop plans with program participants empowering them to reach agreed-upon goals and meet program guidelines:
 - Assist clients develop skills to reach defined personal and program goals.
 - Provide direct assistance to clients based on program goals, client goal plans, and position work plan.
 - Provide follow up services to ensure program goals and client needs are met.
 - Make appropriate and meaningful referrals to meet client needs, as appropriate.
 - Explain application procedures to individuals and/or assist participants to complete forms.
- Meet outcome goals defined in contract(s) for service area. See attached "Health Navigator Roles and Tasks" for longer description.
 - Staff a public-facing phone line and provide callers with assistance and information
 - Assess individuals' needs and connect them to resources and services.
 - Provide culturally-appropriate health information and education
 - Facilitate care coordination and help individuals navigate health systems
 - Connect clients with services, resources and supports to address needs and goals
- Become certified as a MNsure Assister, to assist individuals with applying for health insurance
- Work closely with MCC colleagues to ensure that refugees are integrated into the broader array of services available in the organization
- Promote MCC Refugee Services Programs to potential clients and recruit clients to meet enrollment goals.
- Provide translation and interpretation support for other Refugee Services projects and staff, as needed and available.
- Maintain positive relationships with community partners relevant to program activities.
- Submit regular reports to track client outcomes, fulfill reporting requirements, and capture client success stories.
- Document all contacts and services in case files, as appropriate
- Oversee volunteer activities, as appropriate.
- Assist in emergencies as they arise
- Other duties as assigned

GENERAL QUALIFICATIONS:

- Experience working with refugees or recent immigrants
- Experience working with health care navigation and advocacy for non-citizens
- Knowledge of local refugee and immigrant populations, the resources available to them, and the state and federal policies that impact them.
- Demonstrated understanding of American culture and ability to interpret cultural differences.
- Commitment to early self-sufficiency of refugees
- Strong motivational and teaching skills.
- Demonstrated ability to work collaboratively across organizational boundaries.
- Demonstrated ability to maintain detailed records and submit accurate reports in a timely manner.
- Strong English language communication skills, both oral and written.
- Bilingual fluency in Pashto, Dari, Somali, Karen, Russian, Arabic, Oromo, Amharic, Swahili, Burmese or Spanish highly preferred
- Demonstrated strong communication, negotiation, and mediation skills.
- Proven ability to work in crisis situations.
- Prefer case management experience focusing on attainment of outcomes in areas of housing, employment, education, family functioning, or immigration.
- Proven capacity to work in fast paced social service environment.
- Demonstrated ability to work independently and as a member of a team.
- Bachelor's degree preferred
- Experience with Microsoft Word, Microsoft Outlook preferred. Proven ability to use basic office equipment including copiers, postage machines, and fax machines
- Driver's license and access to reliable transportation required.
- Availability to work occasional weekend or evening hours

WORK ENVIRONMENT AND CONDITIONS

Normal office conditions. This position works out of MCC's office at 122 West Franklin Avenue in Minneapolis. Job duties are performed during the weekday business hours, with occasional weekend and evening hours, per a schedule set with supervisor and Navigation Team.

COMPENSATION

This is a regular, non-exempt, 40 hour/week position. Benefits include health insurance, dental insurance, life/ADD/LTD insurance, retirement, vacation, sick leave and holiday pay as provided by MCC human resources policy.

**POSITION IS OPEN UNTIL FILLED
APPLICATIONS REVIEWED AS RECEIVED AND AVAILABLE AT**

<http://www.mnchurches.webbrohd.com/employment>

SUBMIT COMPLETED APPLICATION, RESUME, COVER TO

Minnesota Council of Churches * 122 West Franklin Ave #100 * Minneapolis MN 55404

Phone: 612-230-3204 * FAX: 612-870-3622 * employment@mnchurches.org

The Minnesota Council of Churches is an Affirmative Action/Equal Opportunity Employer