HIAS Pennsylvania
Refugee Resettlement Program
Refugee Health Coordinator

MISSION
Driven by the Jewish value of welcoming the stranger, HIAS Pennsylvania provides legal and supportive services to immigrants, refugees and asylum seekers from all backgrounds in order to assure their fair treatment and full integration into American society. HIAS Pennsylvania advocates for just and inclusive public policies and practices.

JOB DESCRIPTION

Job Title: Refugee Health Coordinator
Status: Part Time (21 hours per week), Exempt
Salary: $18-19,000 annually
Supervisor: Director of Refugee Programming and Planning

General Description: The overall goal of the Refugee Resettlement Program is to help refugee families become self-sufficient in their new communities by providing basic needs and a core group of services for a period of 3 to 6 months after arrival. The Refugee Health Coordinator is responsible for all health aspects of service delivery for newly arriving refugee families, including but not limited to the following:

Summary of Responsibilities

Health Services: Ensures refugee clients are able to access a full range of health care services (encompassing physical as well as mental health) and referrals.

- Serves as the clinic liaison and HIAS Pennsylvania representative to the refugee health clinics at the PENN Center for Primary Care (PCPC) and the Children’s Hospital of Philadelphia (CHOP)
- Coordinate the scheduling of clients at the PCPC and CHOP Clinics
- Ensure the provision of the following core services for all refugees:
  - Schedule appointments for medical screening within 30 days of arrival.
  - In advance of first appointment, download the overseas medical documents, and send to the Refugee Health Clinic along with the completed universal registration form.
  - Contact health providers and assure that each appointment has the appropriate interpretation available.
  - Coordinate with HMOs and other insurance providers for interpretation and billing concerns.
  - Accompany clients or arrange for an escort to the initial health screening and make sure that follow-up and specialist appointments are complete.
  - Schedule dental and optometrist appointments.
  - Document inoculations for individuals enrolling in public school.
  - Develop a transition plan for refugees after 8 months of medical assistance.
  - Provide case-management support and follow-up for refugee patients as required.
- Support the scheduling and field work of other refugee team staff and interns towards the provision of the above named activities.
- Implement health orientation training for all clients.
- Participate on the Philadelphia Refugee Health Collaborative as a representative from HIAS Pennsylvania.
- Participate on the Philadelphia Refugee Mental Health Collaborative as a representative from HIAS Pennsylvania.
Program Support Services:
- Support the identification of community based services for refugees to utilize beyond the resettlement period.
- Assure that programs are in compliance with federal and contract requirements.
- Identify on-going needs of the refugee communities being served.
- Prepare monthly and quarterly reports for the Director of Refugee Programming and Planning as requested.
- Maintain availability to respond to emergencies.

Organizational Requirements:
- Represent the agency to other stakeholders, service providers, and the general public.
- Actively participate in supervision, weekly case meetings and other department, agency, community and provider meetings, as needed.
- Conduct outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees.
- Attend regular conferences.
- Other duties as assigned by Director of Refugee Programming and Planning

Qualifications:
- Bachelors Degree in related field required.
- Preference given to those candidates who have experience working with refugee and immigrant communities.
- Excellent verbal and written communications skill in English required. Preference given to candidates who are bilingual or multilingual in Nepali, Burmese, Karen, Chin, Arabic, Tigrinya, Swahili, or Kinyarwanda.
- Ability to communicate effectively through a 3rd party interpreter.
- Ability to work with a multicultural caseload and ethnically diverse staff.
- Strong computer skills, including Microsoft Office applications, with accuracy in data entry.
- Ability to exercise sound judgment in decision making practices.
- Strong organizational and time management skills.
- High degree of skill in doing detailed reporting and maintaining accurate case files.
- Ability to identify challenges and provide recommendations for solutions.
- Valid driver’s license required.

Schedule:
21 hours per week, flexible within normal business hours, however candidates must have availability on Monday afternoons and Wednesday mornings. This position requires occasional weekend and evening availability.

HIAS Pennsylvania is an equal opportunity employer and does not discriminate against any on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief.

If you are interested this position, please send a cover letter and resume via email to Michelle Zarate at mzarate@hiaspa.org by October 10, 2014. HIAS Pennsylvania reserves the right to fill this position prior to the application deadline.