Job Title: Refugee Health Liaison
Department: Resettlement Program
Reports To: Resettlement Programs 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, DV, 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 Coordinator tracks that newly-arrived refugees and asylees participate in a Refugee Health Screening and facilitates their access to follow-up care/treatment. The Health Coordinator is an important part of ACC’s resettlement team. 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. This position serves as the contact and service provider for domestic violence service outreach and service provision within the N. Virginia refugee community.

Key Responsibilities:

1. 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 with health aides for client screening and referral appointments
   - Provide basic orientation and education to prepare community members for accessing US health services and assess health needs
   - Assist with healthcare follow-up appointments and referrals; provide referrals to other programs, as needed
   - Coordinate with case managers, employment staff, and others to provide holistic service provision
   - Assist refugee clients with health insurance marketplace enrollment, and/or access to service providers who will serve those without insurance.
   - Work on resolving Medicaid enrollment issues; assist in resolution of billing issues

2. Outreach and Training:
   - Conduct refugee health and DV 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.
   - Provide direct crisis service, referrals, and overall case coordination for refugee survivors of DV
   - 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 Team meetings and provide other staff with refugee health updates and policies.
3. Administrative responsibilities:
   - Ensure all client data is collected and reported in a timely manner for associated programs.
   - Prepare data for progress reports as requested by funders.
   - Record case notes on ACC’s database and in client case files.
   - Oversee associated interns and volunteers.

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, 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 and hear within normal parameters.
   - Requires 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.)

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