



Healthy Start Coalition of Seminole County

Job Title: Connect Advisor (CIR)

Department: Connect Program

Location: Seminole County

Reports to: Program Manager

General Description

This position with the Connect-Coordinated Intake and Referral (CI&R) program provides initial intake, outreach, case management services to pregnant women and families with young children, and education on family planning. This position requires strong telephone communication skills, strong computer skills and basic knowledge of Medicaid, pregnancy issues and home visiting.

Knowledge, Skills and Abilities:

- Knowledge of purpose and services of coordinated intake and referral.
- Knowledge of purpose and eligibility criteria for multiple home visiting programs (including Healthy Families, Healthy Start, Early Head Start Programs).
- Knowledge of community social and health care resources and Medicaid.
- Knowledge of maternal child health issues and services.
- Knowledge of and experience with computer hardware/software including Microsoft Office software, Internet, and virtual platforms.
- Knowledge and thorough understanding of the principals of Healthy Start Standards and Guidelines.
- Excellent telephone communication skills.
- Interpersonal skills such as courtesy, compassion, tact, and confidentiality at all times.
- Ability to communicate effectively.
- Ability to plan, organize and coordinate work activities.
- Ability to use discretion and judgement required to handle sensitive and confidential situations.
- Ability to input data and information into a data system.
- Ability to initiate, coordinate and follow up on incoming and outgoing referrals.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Create and maintain a positive image of Connect, Healthy Start, Healthy Families and Early Head Start Home Visiting Programs.
- Provide connection to home visiting services through use of decision trees and community resource inventories.
- Provide case management services by phone for the participants in the Connect program. Case management services include:
 - Initial intake and counseling for enrollment into a home visiting program
 - Initial counseling for enrollment in a managed care plan
 - Assisting pregnant women in finding a prenatal provider
 - Assisting families in identifying a pediatrician or family practice provider
 - Providing referrals and follow up to home visiting and community programs
 - Explaining Medicaid insurance benefits as necessary

- Explaining WIC benefits as necessary
 - Educating on family planning
 - Educating on safe sleep, community resources, prenatal and postpartum care.
- Accurate data entry of participant information into the Well Family data system.
 - Secure and protect confidentiality and participant information into the data system.
 - Provide follow-up services to participants including assembling of packets of materials to mail.
 - Assist with the maintaining of educational materials and referral resources for the Connect program.
 - Participate in required program trainings and staff meetings.
 - Participates in community outreach and educational events.
 - Perform other duties as assigned by the Management Team.

Education and/or Experience

Graduation from an accredited college or university with a Bachelor’s degree in Health Planning, Public Health, Health Education, Social Services or related field and one year of relevant work experience. Background check required in accordance with Florida Statutes.

Licensure/Certification:

A current, valid Florida driver’s license, a safe driving record, a reliable vehicle and current automobile insurance are required for this position. Satisfactory Level 2 Background Clearance

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an “at will” relationship.

Salary: Commensurate with experience and skills **\$36,400 a year**

Employment Type: Full-time

Employee (Print Name)	Signature	Date
Supervisor (Print Name)	Signature	Date