



## Job Description

**Job Title:** Connect Representative

**Department:** Healthy Start – Coordinated Intake and Referral (Connect)

**Location:** Gainesville, FL – Currently a remote position, but must live within the service area

**Employment Type:** Full-Time

**Salary:** \$31,000 to \$36,000; plus benefits

**Posting Closes:** Open until filled

**Apply at:** <https://tinyurl.com/WF1020>

### General Description

This position with the Connect-Coordinated Intake and Referral (CI&R) program provides resources and support for pregnant women, newborns and their families. This position requires telephone communication only, to discuss risks, needs, and answer questions to offer home visiting services to Healthy Families, Healthy Start, MIECHV-Parents as Teachers, Nurse Family Partnership and Newborn Home Visiting Program. 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 Coordinated Intake and Referral (CI&R) process for receiving and assigning referrals for home visiting services.
- Knowledge of purpose and eligibility criteria for multiple home visiting programs (including Healthy Families, Healthy Start, MIECHV-Parents as Teachers, Nurse Family Partnership and Newborn Home Visiting Program).
- 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 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, MIECHV-Parents as Teachers, Healthy Families, Newborn Home Visiting Program, Nurse Family Partnership and other home visiting programs.
- Provide connection to home visiting services through use of the program eligibility guide.
- Provide case management services by phone for the participants in the Connect program. Case

management services include:

- Documentation and counseling for enrollment into a home visiting program
- Assisting pregnant women in finding a prenatal provider through their managed care plan (Medicaid)
- Assisting families in identifying a pediatrician or family practice provider through their managed care plan (Medicaid)
- 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.
- Perform other duties as assigned by the Coordinated Intake and Referral Manager.

#### **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.

Professional experience may be substituted for the Bachelor's degree. Background check required in accordance with Florida Statutes.

Bilingual Preferred