



Job Description

Job Title: Connect Representative

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

Location: Marion County, FL – AdventHealth Ocala

Employment Type: Full-Time

Salary: \$37,000 to \$40,000; 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 is an in-person position, to discuss risks, needs, and answer questions to offer home visiting services to Healthy Families, Healthy Start, Parents as Teachers, Nurse-Family Partnership, T.E.A.M. Dad and Newborn Home Visiting Program. This position requires strong communication skills, strong computer skills and basic knowledge of Medicaid, pregnancy issues and home visiting.

Knowledge, Skills and Abilities:

- Knowledge of community resources and support services.
- Knowledge of maternal child health issues and services.
- Knowledge of and experience with computer hardware/software including Microsoft Office software, Internet and virtual platforms.
- Excellent 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.

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

- Create and maintain a positive image of Connect and the 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: (information provided during training)
 - Documentation and counseling for enrollment into a home visiting program
 - 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, but not required