



## Job Description

**Job Title:** Connect Representative

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

**Location:** Gainesville, FL – Remote position that requires reliable internet and appropriate internet speeds (A speed Test will be provided during the interview process)

**Employment Type:** Full-Time

**Salary:** \$35,000 to \$38,000; plus benefits

**Posting Closes:** Open until filled

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

### General Description

This position provides resources and support for pregnant women, newborns and their families through phone-based case management. This position requires strong telephone communication skills and strong computer skills. The Connect Representative reaches out to clients to discuss resources and support services, with the goal of connecting them to the most appropriate home visiting program in their area to provide those services.

### Knowledge, Skills and Abilities:

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

**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.
- 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 Education, Public Health, Health Planning, 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.