

Nationalities Service Center Position Description

Position: Refugee Health Coordinator	Department: Refugee Services
Reports to: Director of Refugee Services	FLSA Status: Non-Exempt
Revised: December 2009	

Position Summary

NSC's Refugee Health Coordinator plays a pivotal role in the delivery of resettlement services to a large and culturally and linguistically diverse refugee population. A successful candidate will have a public health background and have the opportunity to work directly with newly arrived refugees while developing and sustaining clinic partners.

Essential Functions

1. Provide coordination for the NSC medical provider collaborative to ensure that refugees, asylees, and other Office of Refugee Resettlement (ORR) eligible immigrants have access to health screenings, follow-up care, and
2. Provide culturally and linguistically appropriate health orientation and education for all newly arrived refugees.
3. Strengthen collaborative relationships with Philadelphia's Lead Poisoning and Prevention team and TB control program and work to ensure that lead poisoning and TB related information is culturally and linguistically appropriate.
4. Ensure that medical providers are aware of issues related to serving and treating refugees by providing cultural competency training.
5. Lead local efforts to ensure incoming refugees and asylees receive adequate and appropriate health care.
6. Advocate on behalf of the clients and those similarly situated within NSC and throughout the broader community.
7. Maintain accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner.
8. Conduct all activities within the funders' and NSC's guidelines.
9. Actively participate in weekly case meetings and other departmental, agency, community and provider meetings, as needed.
10. Attend regular conferences.
11. Prepare reports as needed.

Non-Essential Functions

1. Adheres to NSC's confidentiality guidelines and ensures the appropriate handling of sensitive information.
2. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
3. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

- Basic understanding of NSC's mission, vision, values, programs and services, and business plan.
- Strong written and verbal English language skills
- Advanced record keeping skills
- Willingness to use public transportation
- Desire to work with refugees
- Flexibility
- Interest in public health policy implementation
- Willingness to work early mornings
- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.
- Ability to effectively interview and engage a client in appropriate programming.
- Ability to effectively conduct one on one advocacy and/or educational presentations.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.

Experience, Education, and Licensure

Minimum Experience: Experience working in a non-profit or with U.S. health care system. Proven ability to communicate with non-English speakers. A valid driver's license is required. Preference given to candidates that can join NSC's Philly Car Share account.

Minimum Education: Master of Public Health Degree preferred.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.