

JOB DESCRIPTION

POSITION TITLE:	Women’s Health Access Facilitator
LOCATION:	HOPE Clinic Main
REPORTS TO:	Chief Operating Officer
EDUCATION:	High school graduate or equivalent, college with health education courses a positive
WORK EXPERIENCE:	3 years experience in customer service
SALARY RANGE:	Contract, DOE
FLSA STATUS:	Contract
POSITION TYPE:	Contract
LANGUAGE:	Bilingual preferred in a language spoken in the Houston region

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political opinion, national or social origin, etc.

JOB SUMMARY:

The purpose of this Breast Health Access Coordinator position is to encourage women to obtain required preventive exams, particularly mammograms but also cervical cancer screening. Using lists provided by the organization of women with overdue exams, contractor will contact the women and provide education on the importance of these examinations, answer questions and help schedule appointments.

MAJOR DUTIES & RESPONSIBILITIES:

- Contacts women with overdue preventative testing;
- Educates women on need to obtain exams within USPTF guidelines for breast and cervical cancer screening;
- Assist with appointment scheduling for well woman exams or mammography as appropriate;
- If testing was already performed within time period, work with woman to obtain from other provider;
- Identify health barriers and resources gaps;
- Monitor and collect feedbacks on testing hesitancy and stigmas so education plans can be created to reduce fear and misinformation;
- Perform other duties as assigned to support HOPE Clinic’s Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Proficiency and experience in Microsoft programs, including Word, Excel, and Teams.
- Ability to understand basic public health concepts, including an understanding of public health philosophy, goals, and practices. Ability to understand program objectives, goals, and priorities.

- Skills in meeting and dealing successfully with persons in diverse cultural groups.
- Must be able to utilize the Internet.
- Positively contributes to staff morale and corporate culture.
- Ensures that work assignments and information gathered from day-to-day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Skill in adjusting to sudden changes of priorities and quantity of workload. Resourceful, responsible, and able to work irregular and/or long hours with little advance notice.
- Must be fully vaccinated against COVID-19.

EDUCATION and/or EXPERIENCE:

- High school graduate or equivalent
- College with Health Education courses will be considered a positive

TRAVEL REQUIREMENTS:

- Ability to travel to other locations as needed;
- Proof of liability and property damage insurance on vehicle used is required.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general health and social services guidelines.
- Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public;
- Skill in working and communicating with persons from diverse socioeconomic groups. Capable of maintaining confidentiality, self-control and composure under adverse circumstances;
- Skill in educating, persuading, instructing, and advising health care providers and the public in communicable disease control measures;
- Ability to make effective technical and informative presentations to professional and lay audiences.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Ability to read and write in language of identified ethnic community
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervision is employees or contractors will be required but contract should be able to lead a community education event.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks can be straightforward, routine, structured or are complex, non-routine, non-structured and guided by established policies and procedures. Independent administrative judgment is required outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds,

confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed