



North Central Florida Health Planning Council, Inc. (dba WellFlorida Council)

Job Description

Job Title: Connect Representative

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

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

Employment Type: Full-Time

Salary: \$39,000 to \$42,000; plus, benefits

Posting Closes: Open until filled

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

JOB SUMMARY

The Connect Representative contacts participants (pregnant women, fathers, newborns and their families) to provide resources and support through telephonic case management services with the goal of enrolling the participant in a home visiting program. This role requires strong telephonic communication skills and experience in Microsoft applications and other computer-based data systems.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this position without accommodation. The omission of an essential function does not preclude the management team from assigning duties not listed herein if such functions are a logical assignment to the position.

- Create and maintain a positive image of Connect and all home visiting programs.
- Use program eligibility guide to connect participants to home visiting services.
- Provide case management services by phone to Connect participants (extensive education of programs and services available will be provided during new hire training). Case management services include:
 - Documentation and counseling of home visiting programs and services available with the goal of enrollment into a home visiting program.
 - Submission of referrals and follow-up with home visiting programs and community partners.
 - Explanation of Medicaid and WIC benefits to Connect participants as necessary
 - Education of family planning, safe sleep, community resources, prenatal and postpartum care.
- Provide accurate data entry of Connect participant information into the Well Family data system.
- Secure and protect confidentiality of Connect participant information in the Well Family data system.
- Participate in required program training and staff meetings.
- Attend all scheduled meetings (in-person and virtual).
- Perform other duties as assigned by the Coordinated Intake and Referral Manager and/or leadership team.

KEY ATTRIBUTES AND CORE COMPETENCIES (i.e., Knowledge, Skills, and Abilities for an Employee to Be Successful)

- Experience with use of computer hardware/software including Microsoft Office, the internet and virtual platforms
- Ability to use discretion when handling sensitive and confidential situations
- Highly organized, self-motivated, compassionate and detail oriented
- Ability to work both independently and as part of a team
- Ability to work both from a fixed office location and to telework from a remote location as necessary or warranted
- Knowledgeable of Medicaid and Managed Care Organizations
- Familiarity of maternal and child health programs and community resources
- Proficiency in data management and record keeping
- Demonstrated a high level of verbal/written communication, interpersonal, self-management, and creative thinking skills with compassion, courtesy and tact
- Ability to clearly convey information and ideas to individuals and groups
- Ability to achieve results and success even under tough circumstances and identify new and unique ways to solve problems
- Ability to recognize the value that different perspectives and cultures bring to an organization and work effectively with many populations

QUALIFICATIONS**Education – Must have one of the following:**

- Four-year degree from an accredited college or university in Health Planning, Public Health, Health Education, Social Services or related field.
- Associate degree and licensure as a Registered Nurse with three years of public health/maternal-child health experience or licensure as a Licensed Practical Nurse with four years of public health/maternal child health experience
- Two years of college with three years of public health/maternal-child health experience

Experience

- High level of knowledge and experience with Microsoft and computer-based systems
- Experience working with DCF families and the DCF process
- Bilingual preferred but not required

Driving Requirements

- Possess a valid Florida Driver's License (required).
- A safe driving record is required (Driver's License background check will be conducted prior to offer of employment and will be conducted annually for organizational insurance purposes).

Other Requirements

- An FDLE background check may be required prior to offer of employment and may be conducted annually or as required at such times that they are warranted and/or that external funders require such a check.

Initial

- Level II Background Check may be required prior to offer of employment and may be conducted annually or as required at such times that they are warranted and/or that external funders require such a check.
- HIPAA and confidentiality training will be conducted upon hiring.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Must be able to maintain a stationary position for the majority of your work hours.
- Must be able to occasionally move about inside the office to access file cabinets, copy machines, printers and front door.
- Must be able to consistently operate a computer and other office productivity machinery such as calculator, copy machine and printers.
- Must have the ability to communicate information and ideas so others will understand.
- Must have the ability to exchange accurate information with management and other employees.
- Must have the ability to observe details including inspecting, assessing and determining details/information.
- Must have the ability to focus and read forms and instructions for long periods of time.
- Must have the ability to bend, stretch and reach for items as needed.
- Must have the ability to walk short distances.
- Lifting up to 25 pounds.
- Our expectations:
 - Quarterly in person meetings possible
 - Summer and Winter in person office meetings
 - Internet outage- should you experience an internet outage or disconnection from the server that prevents you from your work duties you will need to follow the process below.
 - Inform management immediately when you lose connection via text with screenshot of outage information provided by your internet provider.
 - The expectation will be to either report to the office, discuss flex time with management, or take PTO with management approval.
 - Some training, meetings, and observations may be in the office or at other locations scheduled by management.
 - If equipment malfunctions, it is the employee's responsibility to coordinate with management and IT. It is the employee's responsibility to pick up and/or exchange equipment if required. If the equipment is not available immediately, the expectation will be to either report to the office, discuss flex time with management, or take PTO with management approval.
 - Equipment pick up is required
 - Office supply pick up required
 - Equipment exchange is required when applicable

WellFlorida Council is an equal opportunity employer. We offer a welcoming and inclusive environment in service to one another, the diverse clients we represent and the communities we serve.

Sign

Date