



Job Description

Job Title: Connect Representative

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

Location: Gainesville, FL – Currently a remote position, but may return to office-based

Employment Type: Full-Time

Posting Closes: Open until filled

Submit Resume: hr@wellflorida.org

General Description

This position with the Connect-Coordinated Intake and Referral (CI&R) program provides initial intake, outreach, case management services to pregnant women and families with young children, and education on family planning. This position requires strong telephone communication skills, and basic knowledge of Medicaid, pregnancy issues and home visiting.

Knowledge, Skills and Abilities:

- Knowledge of purpose and services of coordinated intake and referral.
- Knowledge of purpose and eligibility criteria for multiple home visiting programs (including Healthy Families, Healthy Start, MIECHV-Parents as Teachers, and Newborn Home Visiting Program).
- Knowledge of community social and health care resources and Medicaid.
- Knowledge of maternal child health issues and services.
- Knowledge of and experience with computer hardware/software including Microsoft Office software and Internet.
- Knowledge and thorough understanding of the principals of Healthy Start Standards and Guidelines.
- Excellent telephone communication skills.
- Interpersonal skills requiring courtesy, tact, confidentiality, and empathy at all times to communicate effectively and convey information to participants and colleagues.
- Ability to communicate effectively.
- Ability to plan, organize and coordinate work activities.
- Ability to use discretion and judgement required in order to handle sensitive and confidential situations.
- Ability to input data and information into a data system.
- Ability to initiate, coordinate and follow up on incoming and outgoing referrals.

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

- Create and maintain a positive image of Connect, Healthy Start, MIECHV-Parents as Teachers, Healthy Families, Newborn Home Visiting Program and other home visiting programs.
- Provide connection to home visiting services through use of decision trees and community resource inventories.
- Provide case management services by phone for the participants in the Connect program. Case management services include:
 - Initial intake and counseling for enrollment into a home visiting program
 - Initial counseling for enrollment in a managed care plan

- Assisting pregnant women in finding a prenatal provider
- Assisting families in identifying a pediatrician or family practice provider
- 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.