



Feeding South Florida - Healthcare Services Coordinator – Healthcare Industry

POSITION TITLE: Healthcare Services Coordinator – Healthcare Industry
DEPARTMENT: Community Relations
REPORTS TO: Director of Programs + Services
CLASSIFICATION: Exempt, Full-time

NOTE: This is a grant-funded position for a one year period.

SUMMARY OF RESPONSIBILITIES:

The Healthcare Services Coordinator (HSC) works in a clinical setting (Humana’s Continucare Medical Center clinics) to assist patients with food access and benefits assistance, such as SNAP, TANF, Florida KidCare, and Medicaid. In addition to providing clients with benefits and referral assistance, the HSC will enroll clients in FSF’s produce program at clinic sites. The HSC will forge relationships with community partners, volunteers, and food bank Partner Agencies (PAs) to increase opportunities for enrollment and access to benefit programs, including the cultivation of new clients. The HSC is responsible for maintaining all client files, providing leadership to colleagues by maintaining up-to-date knowledge and understanding of policy issues related to benefit programs, providing timely and accurate reports, and providing guidance to clients through understanding and interpreting benefits. This project will include a research component, so the HSC will be responsible for working with Continucare staff to track relevant paperwork, as well as participant and survey data.

ESSENTIAL FUNCTIONS:

- Demonstrate sensitivity to diverse populations, reserve judgment, and assist clients in a friendly, courteous, respectful, patient, and helpful manner.
- Be knowledgeable about all state and federal regulations for SNAP, TANF, Florida KidCare, and Medicaid.
- Provide clients with pre-screening, application assistance, and case management, including recertification for applicable benefits.
- Enroll clients in the test and control groups, maintaining relevant study paperwork.
- Educate clients about the program and the follow-up needed to successfully obtain benefits.
- Travel to different Continucare clinics throughout Broward County, providing food referrals and other assistance.
- Coordinate monthly mobile pantry distributions on site, in area location near the clinic, liaising with FSF Operations Team Members, Continucare staff, and distribution volunteers (coordinated by Humana).
- Ensure necessary survey and demographic information is obtained and tracked from participating clients and PAs, then compiled in a timely and accurate manner.
- Follow through with strategies to educate the community about benefits program myths, the importance of participation, and reducing barriers to access.
- Assist the Vice President of Community Relations as necessary.

QUALIFICATIONS

- Bachelor's Degree in Social Work or another similar degree
- The MSW designation is preferred although not required.
- At least three years client/casework experience is a must.
- CITI training (this is an online training that can be completed once the position is started)
- Sensitivity to diverse populations with the ability to serve people in a compassionate, patient, friendly, and courteous manner, showing sincere interest in people's concerns.
- Ability to take initiative and see projects through from start to finish.
- Strong communications skills, both written and verbal, with comfort and ability to speak publicly.
- Discretion when working with sensitive and confidential information.
- Ability to take initiative and see projects through from start to finish.
- Ability to manage time efficiently and to work independently with minimum supervision.
- Ability to work cooperatively with other staff, volunteers, and agency personnel.
- Experience and comfort with training and teaching others.
- Ability to work under pressure in a fast-paced environment with multiple deadlines and responsibilities, while simultaneously maintaining composure and ensuring excellent customer service.
- Attention to detail, accuracy, and deadlines.
- Strong moral compass with ability to exercise good judgment and discretion, including a demonstrated impartiality to certain organizations, agencies, groups, or individuals.
- Strong computer skills with proficiency in Microsoft Office.
- Strong grammar, spelling, and math skills
- Positive attitude, flexibility, and good sense of humor
- Possession of a current and valid, Florida's driver's license, liability insurance and a clean driving record. Must have access to reliable transportation.

PREFERRED QUALIFICATIONS:

- Master's Degree in related field (MSW preferred)
- Bi-lingual (English/Spanish or English/Creole).
- Survey and data analysis experience

PHYSICAL DEMANDS & WORKING CONDITIONS:

- Based on OSHA Standards Lifting requirements are 50lbs and when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- After business hours work is required occasionally throughout the year.
- Frequent travel between quad-county areas using personal vehicle is required.
- Occasional same day, out of town travel for meeting, conferences and special events using personal vehicle and/or public transportation is required.
- Occasional overnight, out of town travel for meetings and conferences using public transportation is required.
- Involves activities in both office and warehouse environments with exposure to the climate and South Florida weather.
- The noise level in the work environment is usually moderate to loud.

To apply for this position, please email your resume to careers@feedingsouthflorida.org.

No phone calls please.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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