



## Health Resource Specialist II (COIS) July 2021

### **About AccessMatters**

AccessMatters, a non-profit, public health organization located in Center City Philadelphia, envisions a future where every person has the health care and information they need to thrive. In service to that vision, AccessMatters' mission is to protect, expand, and enhance equitable access to sexual and reproductive health care and information for all people. Our team strives to advance our mission in accordance with these guiding principles: (1) sexual health is an essential component of health and wellbeing across the life span; (2) access to quality, affordable health care – including sexual and reproductive health care – is a fundamental human right; (3) every person, family, and community deserves to be treated with dignity and respect; (4) programs and services should be evidence-based, prevention-focused, and person-centered; (5) organizational excellence is best achieved through a culture of inclusion, diversity, innovation, professionalism, and accountability; (6) clients, volunteers, staff, partners, and supporters should be treated with kindness, dignity, and respect in a trauma-informed and culturally responsible environment; and (7) everyone deserves a caring workplace environment that fosters trust, teamwork, creativity, and work-life balance where work is enjoyable and where staff are supported in their professional development and their pursuit of excellence.

### **Job Summary**

Reporting to the Director, Community Outreach and Information Services, the Health Resource Specialist II (COIS) functions primarily as a community health worker and serves as a health advocate by implementing varied initiatives to help clients identify resources to overcome barriers to care. After completing intensive training, the HRS II (COIS) provides confidential, telephone-based counseling, education, referrals, and advocacy to individual clients who contact our Hotline, on topics including HIV/AIDS, pregnancy options, reproductive, urban youth, and maternal/child health. The HRS II (COIS) also executes outbound telephone-based outreach to support sexual and reproductive health programs within the broader AccessMatters portfolio. The HRS II (COIS) also provides comprehensive sexuality education presentations to youth, young adults, adults, and professionals, and represents AccessMatters at external outreach events as assigned. In addition, the HRS II (COIS) supports program operations, maintains strict confidentiality and follows all program protocols and procedures, and appropriately documents client contacts, referrals, and services provided. This job is full-time and non-exempt.



**Essential Functions:**

***Reporting to the Director of Community Outreach and Information Services, the Health Resource Specialist II (COIS) will:***

**Engage in Community Outreach and Health Program Promotion**

- Promote the program in the communities at risk and identified in planning, in community clinics, organizations, and institutions that are stakeholders in the improvements of reproductive and sexual health, through outreach, presentations, and lectures.
- Assist in the production, packaging, and distribution of educational materials and promotional items directed toward youth, including fact sheets, brochures, condom packets, promotional pieces, and other publications.
- Represent AccessMatters on coalitions and committees as relevant to agency agendas and mission.
- Stay informed of current information, trends, and best practices in the fields of youth development, education, adolescent, reproductive, and sexual health; stay current on relevant topical information and changes in services at key providers.
- Participate in supplementary activities including: referral resource updates, research, attendance at external trainings, community education, outreach, site visits, and others as assigned.

**Provide Confidential Services Through Hotline Counseling and Referral (Inbound & Outbound Calls)**

- After satisfactory completion of our hotline training, provide accurate, approved, complete, and consistent information, referrals, and short-term counseling in a sensitive manner to anyone calling the Hotline. Address caller's needs concerning sexual, reproductive, and family health issues such as: sexually transmitted infections, pregnancy options, pre-natal care, pregnancy, sexual health, children's health insurance programs, and HIV/AIDS, specifically prevention, testing, medical care, and related social services for all of the above.
- Provide sexual and reproductive health education and referrals around HIV, STDs, hepatitis, and other sexual health issues, to improve client health literacy, increase active participation in care decisions, and to maintain health care access.
- Advocate for the caller, make appointments, act as facilitator between caller and provider when required, and assist in overcoming obstacles consumers may encounter in the healthcare system.
- Record complete information on each call to facilitate subsequent reporting for contracts.
- Conduct follow-up calls pertaining to caller complaints, and complete written feedback reports.
- Conduct regular outbound service access, and "Mystery Shopper" quality calls for AccessMatters.



### **Develop and Deliver Community Health Education & Information to Support Agency Programs**

- Assist in updating and developing new educational curricula as necessary.
- Facilitate comprehensive sexuality education workshops for youth, young adults, adults, and professionals.
- Implement evaluation tools to assess the goals and objectives of educational programming.
- Maintain accurate community education data following presentation or activity.
- Participate in street outreach, community health fairs, special events, trainings, programs, projects, meetings, and other initiatives as assigned.

### **Assist with Program Operations and Goal Attainment**

- Maintain close communication with supervisor and meet regularly with program team to report and review progress.
- Collect and process program data and paperwork, maintain and regularly update program database in an accurate and timely way, and generate reports as required by management.
- Complete routine administrative duties including filing, shredding, collating, stocking, and other operational needs.
- Adhere to all program guidelines and protocols and protect client information and records at all times in compliance with agency Confidentiality Policy and Pennsylvania's Act 148.
- Maintain high ethical standards and conduct regarding confidentiality, integrity, dual-relationships, and professional behavior overall.
- Participate in special events, trainings, programs, projects, meetings, and other duties as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Experience serving as a community health worker; progress toward or completion of Community Health Worker coursework and/or certification is strongly desired (see [https://www.pacertboard.org/sites/default/files/2021-01/PCB\\_CCHW\\_Application\\_19.pdf](https://www.pacertboard.org/sites/default/files/2021-01/PCB_CCHW_Application_19.pdf)).
- Ability to communicate effectively and inclusively, verbally and in writing, with individuals or groups.
- Bi-lingual abilities desirable, especially Spanish, Khmer, Laotian, Chinese, or Vietnamese.
- Demonstrated knowledge of positive youth development and empowerment.
- Ability to engage clients and facilitate educational programs in diverse settings.
- Ability to perform with a high level of confidentiality, discretion, and integrity.
- Strong ability to use technology and computer applications effectively, such as call center programs, virtual meeting platforms, data entry systems, Microsoft Office suite, websites, social media, and others.
- Excellent organizational, coaching, and client support skills.
- Must be able to work independently and as a member of a team.
- Ability to travel within all regions of the Philadelphia area.
- Ability to work in community locations without on-site supervision.



- Ability to work outside normal business hours as needed (e.g., scheduled events on nights and weekends).
- Demonstrated ability and desire to work in a multi-cultural and multi-disciplinary team environment, serving diverse populations and institutions across a broad spectrum of community and clinical settings within the fields of sexual and reproductive health and maternal and child health.
- Knowledge and experience working with diverse communities and colleagues with demonstrated cultural humility and responsibility.

#### **EDUCATION AND EXPERIENCE**

- Bachelors degree preferred, especially in relevant programs of study. Relevant industry specific experience may be considered in lieu of degree where possible.
- Previous experience working in counseling, community-level or client-level health education, especially in the fields of HIV/STD testing, prevention, and counseling services, youth development, and/or sexual and reproductive health, with hotline/call center experience desired (inbound and outbound calls).
- Required after hire: satisfactory completion of hotline training and approval for call rotation.
- Progress toward or completion of Community Health Worker coursework and/or certification is strongly desired (see [https://www.pacertboard.org/sites/default/files/2021-01/PCB\\_CCHW\\_Application\\_19.pdf](https://www.pacertboard.org/sites/default/files/2021-01/PCB_CCHW_Application_19.pdf)).
- Must be eligible for all city and state mandatory clearances, e.g., criminal and child abuse clearances.

**HOW TO APPLY:** Submit **cover letter and resume** to the Health Resource Specialist II (COIS) position posted at our online career site, by going to this link: <https://bit.ly/343YwKD>. Address cover letter to Elaine Petrossian, Vice President, Human Resources & Operations. Please include salary requirement and potential start date. **\*\*NOTE: While AccessMatters is currently operating remotely, candidates are expected to reside within commuting distance of our headquarters in Center City, Philadelphia.\*\*** No calls, please. **Applications will be reviewed in a rolling basis with priority to those received by July 23, 2021. ACCESSMATTERS IS AN EQUAL OPPORTUNITY EMPLOYER.**