

## UW HEALTH JOB DESCRIPTION

### Community Resource Specialist - Bilingual

Job Code: 300122	FLSA Status: Non- Exempt	Mgt. Approval: J. Tovar	Date: May 2019
Department : Family Medicine		HR Approval: K. Szudy	Date: May 2019

#### JOB SUMMARY

The Community Resource Specialist provides Access patients with comprehensive clinical care and work to ensure better health outcomes. This position collaborates with other clinical staff to assess patient needs and coordinate services. The Community Resource Specialist provides resources and support to at-risk patients and coordinates necessary specialty referrals. This position is also responsible for tracking and reporting activities related to resources, support and referrals. The Community Resource Specialist works to maximize the financial benefits to Access and Access patients. The position assists patients wanting to establish care at Wingra Clinic as well as pursuing enrollment in government programs such as Medical Assistance, BadgerCare and Health Exchange (ACA).

#### MAJOR RESPONSIBILITIES

1. Works with patients with complex social issues to identify appropriate resources. Patient population may include individuals dealing with domestic violence, poverty, chronic mental illness, homelessness or substance abuse.
2. Provide resources, support, outreach and coordinated care to Access patients.
3. Assists interdisciplinary team with crisis intervention, problem solving and idea sharing.
4. Facilitates enrollment and appointments for specialty and voucher diagnostic care.
5. Manages tracking of utilization resources.
6. Works with other staff to ensure diagnostic and consultative reports are back to the provider in a timely manner.
7. Obtains necessary patient data to accurately calculate discount level for ACHC's uninsured patients.
8. Registers and schedules all new uninsured patient appointments.
9. Accesses and interprets patient coverage data on EPIC.
10. Screens patients for eligibility and assists those who are applying for government programs.
11. Follows up on patient applications to ensure work is done completely and accurately.
12. Maintains strong working relationships with Dane County and other organizations that review Access patient applications for assistance.
13. Maintains expertise on various benefit resources that may aid patients such as Medicaid, Medicare and WWHSP.
14. Schedules appointments to meet with patients and follow up as necessary.
15. Interprets and obtains understanding of patient coverage information.
16. Receives patient referrals from the Access staff and interfaces regularly with medical and dental providers and support staff to provide patient financial assistance.
17. Participates in team meetings for the purpose of improving services to patients and maximizing patient benefits.
18. Works continuously to identify problems and make improvements.
19. Demonstrate cultural competence and conflict resolution skills.
20. Works with agencies, providers and clinical staff to trouble shoot problems in communication regarding voucher and specialty care programs.
21. Assists patients with bus or cab fare or waivers per Access guidelines.
22. Maintains patient/customer confidentiality.
23. Assist with clinical administration duties such as patient check out and scheduling follow-up appointments.
24. Other duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	Associate degree in health care, social services or related field or high school diploma or equivalent with at least two (2) years health care/ social service experience
	Preferred	Associate's Degree
Work Experience	Minimum	Basic computer skills and experience with Microsoft Office Suite
	Preferred	Experience in health benefits counseling and/or diverse cultures
Licenses & Certifications	Minimum	
	Preferred	ACA Certified

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Required to be bi-lingual in Spanish</li> <li>• Ability to multi-task in fast-paced environment.</li> <li>• Effective communication skills.</li> <li>• Commitment to patient and customer service.</li> <li>• Ability to problem solve in individual and group settings.</li> <li>• Ability to sit for long periods of time.</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.