

**Philadelphia Health Corps  
Position Description  
2010-2011**

**Host Site Name and Location:** Nationalities Services Center: Social Services Department, Refugee Health. 1216 Arch Street, 4<sup>th</sup> Floor Philadelphia, PA 19107

**Position Title:** Refugee Health Associate

**Site Supervisor Assigned to Support Member:** Natasha Kelemen, MSS, Refugee Health Coordinator

**Organization Description and Mission:**

Nationalities Service Center (NSC) is a 501(c) (3) organization that has provided social, educational and legal services to low-income immigrants and refugees in the Philadelphia area since 1921. NSC's mission is to prepare and engage newcomers in achieving active participation in American life. Our programs strengthen families, promote self-sufficiency and eliminate barriers caused by language and cultural differences, and advance public awareness of the benefits of diversity. NSC's services include ESL and literacy classes, immigration-related legal services, case management for newly arrived refugees, employment counseling and job placement. On average, NSC serves 4,000 clients from over 90 countries each year. NSC has a well qualified and culturally competent staff of 48 people who speak more than 20 languages.

**Critical Community Need(s) to be addressed through member service:**

By the time they arrive in the United States, many refugees have lived in refugee camps for years, with limited or no access to health care. The toll on their mental and physical health can be devastating, and as a result many develop serious health issues. A high percentage of refugees suffer from long-term health conditions requiring specialty care. Other refugees are survivors of torture who have experienced horrific violence. Eager to begin anew in the U.S., and often bearing significant physical and mental health problems, refugees struggle to navigate the health care system on their own. NSC's Refugee Health program ensures that refugees have timely access to medical care upon arrival including a domestic health screening and follow-up specialist care as needed.

**Service Description**

**Service Activities/Responsibilities:** The PHC member will work with the following refugee populations in the following primary geographic areas of Philadelphia: Iraqi (Northeast Philadelphia), Bhutanese Nepali (South Philadelphia), Burmese (South Philadelphia), Eritrean and other African (e.g. Congolese) groups (West and Southwest Philadelphia).

The PHC member role will include the following services:

- Provide intensive medical case management services to refugees with significant physical and mental health conditions and complex health needs: help clients to

access relevant resources, including home health care, transportation assistance, specialist care, interpretation, medical equipment, etc.

- Act as the on-site point person for daily walk-in and telephone queries regarding health issues
- Accompany clients to medical appointments with specialists: ensure interpretation and insurance are set up, assist with registration and follow-up e.g. prescriptions, referrals.
- Develop a community education health curriculum, preparing presentations and inviting guest speakers to speak to refugee groups on a range of topics including nutrition (healthy eating habits, local sources of fresh and culturally appropriate food, publicly-funded nutrition programs); eligibility for public health insurance programs; childhood immunizations; language access rights, dental care, preventive women's health care, etc. Identify existing culturally appropriate educational materials (written, oral, video), develop additional educational tools as needed and distribute through community education sessions.
- Help families with pregnant women and/or young children to enroll in the WIC nutritional program
- Additional duties as needed, including escorting clients to medical screening appointments and helping to recruit volunteers.

### **Service Goals:**

Refugee arrival numbers vary throughout the year, therefore service goals will depend upon the current volume of arrivals. The following are guidelines only:

#### ***First quarter goals:***

- Escort approximately 5 patients per week to specialist medical appointments
- Provide intensive case management services to 2-3 families per month with significant health conditions
- Complete enrollment of approximately 4-6 clients per month in the WIC nutritional program
- Assist approximately 15 clients per week with ad-hoc walk-in health queries
- Prepare community education health curriculum and calendar for presentations and guest speakers. Identify and schedule guest speakers. Prepare short pre-/post-tests for participants.

#### ***Second quarter goals:***

- Escort approximately 5 patients per week to specialist medical appointments
- Provide intensive case management services to 2-3 families per month with significant health conditions
- Complete enrollment of approximately 4-6 clients per month in the WIC nutritional program
- Assist approximately 15 clients per week with ad-hoc walk-in health queries
- Organize one community health education session per month for at least 15 clients.

#### ***Third quarter goals:***

- Escort approximately 5 patients per week to specialist medical appointments
- Provide intensive case management services to 2-3 families per month with significant health conditions

- Complete enrollment of approximately 4-6 clients per month in the WIC nutritional program
- Assist approximately 15 clients per week with ad-hoc walk-in health queries
- Organize one community health education session per month for at least 15 clients. Act as the presenter and facilitator for at least one of these community education sessions.

***Fourth quarter goals:***

- Escort approximately 5 patients per week to specialist medical appointments
- Provide intensive case management services to 2-3 families per month with significant health conditions
- Complete enrollment of approximately 4-6 clients per month in the WIC nutritional program
- Assist approximately 15 clients per week with ad-hoc walk-in health queries
- Organize one community health education session per month for at least 15 clients. Act as the presenter and facilitator for at least one of these community education sessions.

**Position Requirements:**

- Bachelor's degree in a health or social service discipline
- Excellent oral and written communication skills
- Ability to develop effective working relationships with clients and colleagues from diverse backgrounds
- Ability to work independently as well as part of a team
- Good computer skills
- Experience working with ethnic and racial minority communities
- Familiarity with community resources
- Fluency in Arabic or Nepali strongly preferred
- Health outreach, health education and/or case management experience preferred

**Host Site Orientation Plan**

NSC' Refugee Health Coordinator and Refugee Health Case Aide will provide the PHC member with comprehensive orientation and training over the course of the first two months of the member assignment period. NSC will also refer the PHC member to external trainings as needed. The PHC member will also receive mentoring and supervision through individual and group meetings.

The Philadelphia Health Corps member will be trained by staff at the NSC in the following:

- NSC system for client medical appointment record keeping
- NSC system for documentation of case notes
- Federal language access regulations
- Refugee eligibility for public health insurance and other public benefits (referral to Pennsylvania Immigration and Citizenship training on "Immigrant Eligibility for Public Benefits")
- How to resolve insurance issues

The PHC member will be introduced by the Refugee Health Coordinator to key staff during the first week of service either individually or at a staff meeting. The Refugee Health Coordinator will brief all Department staff members and interns at a weekly Department staff meeting about the PHC member's role and responsibilities prior to the PHC member's start date. The PHC member will be introduced to the community partners and agencies through the Refugee Health Coordinator and Case Aide.

**Expected Schedule for Providing Service Hours to Site:**

Monday to Friday 9am to 5 pm, occasional week-end hours escorting clients to community health outreach events.

**Service Location(s) if different from site address:**

NSC partner refugee health clinics; community health education sessions may be held at partner organizations, such as the Southeast Asian Mutual Assistance Associations Coalition and Philadelphia Arab American CDC.

**Dress Code:** Business Casual