

Position: T-HIP Outreach Specialist
Salary: Negotiable/DOE
Status: Part-time/Full time
Department: Crow Tribal Health Department – Tribal Health Improvement Program (THIP)

Primary Job Functions:

The T-HIP Outreach Specialist is a core member of the collaborative care team, including the patients' primary care provider and other patient care specialists. The T-HIP Outreach Specialist is responsible for assisting in supporting and actively participating indirect patient care in the following ways:

- Explains and educates patient/family on services offered by Tribal Health including Tribal-Health Improvement Program.
- Accompanies case managers and/or other members of the care team on home visits, as applicable.
- Makes independent home visits for the purpose of promoting patient communication with the care team.
- Acts as an advocate by assisting patients to navigate health and social service systems and resources to include but not limited to: accompanying patients to health-related appointments, coordination of health appointments, building rapport and trust with patient/family.
- Update patients' information onto Daphne record keeping system.
- Provides health promotion education as directed by the care managers.
- Builds and maintains a respectful working relationship with the Apsaalooke tribal community and Crow Tribal departments, programs, and resources.
- Informs the care teams on the factors that affect the health of the communities in which they serve, assists the team in assessing the health status of the community, and identifies assets and resources that can be used for improving the health of the community.
- Assists patients in coordinating transportation to health-related appointments.
- Makes referral to community resources (ex. Food banks, meal on wheels, etc.)
- Prepares and sends patient communication, as directed.
- Ensures patient demographic and other pertinent information is up-to-date in the current electronic health record.
- Is mindful of traditional healing methods that may be used by the patient and communicated back to the T-HIP management program.
- Work schedule may go over the usual 8-hour work day (flexible work time as needed).
- Documents patient encounters in an appropriate time and manner and submits to T-HIP Case Manager.
- Demonstrates good public relations and customer service skills.
- Proven ability to work as a team member.

- Promotes health and wellness, being mindful of traditional methods, including the planning and implementation of community-based and reservation-wide activities.

Under the direction and supervision of a registered nurse/care coordinator, the T-HIP Outreach Specialist may obtain vital signs, per protocol.

The T-HIP Outreach Specialist contributes to the development of Tribal Health Improvement Program and Crow Tribal Health Department goals and objectives by:

- Engaging community members in improving their own health.
- Providing input for developing, implementing, evaluating, and improving policies, programs, and services.

The T-HIP Outreach Specialist is under the general supervision of the T-HIP Case Manager, as well as the T-HIP Care Coordinator.

Work Settings/Travel:

The work will be done in an office setting and in the community. The T-HIP Outreach Specialist will be expected to make home visits and to actively participate in community events.

The T-HIP Outreach Specialist will be required to drive to and attend health outreach meetings and/or health fairs to actively engage TH patients in their health care, some of which may be outside of normal duty hours. This position has the potential to be exposed to communicable disease and to hostile or aggressive patients.

Walking, standing, bending, and lifting.

May be required to lift up to 25 pounds.

Off reservation travel may be required.

Education and Experience:

- Minimum of high school diploma, HSED or GED required.
(Associate of Science, Bachelor of Science in Social Work or related field preferred)
- A minimum of 2-years' experience working in the health care setting.
- Minimum one year experience working with tribal communities, preferred.

OR

- Proof of a Certified Nursing Assistant course completion with a minimum of 1-year work as a nursing assistant.
- Heartsaver CPR or BLS within six months of hire (training will be provided by T-HIP)
- Narcan Administration Certification (training will be provided by T-HIP)

Requirements:

- Knowledge of Federal privacy laws related to medical records and the Health Insurance Portability and Accountability Act (HIPAA);
- Ability to successfully pass civil and criminal background check for persons working with children and vulnerable adults.
- Ability to communicate with T-HIP patients, families and community members in a compassionate and respectful manner, acknowledging tribal values and beliefs.
- Basic computer skills and ability to use Microsoft Word and Outlook.
- Ability to independently plan, organize, and implement a wide variety of administrative processes.
- Ability to work effectively with a variety of personnel having diverse goals and objectives.
- Ability to take direction from various team members.
- Ability to establish liaisons and relationships to coordinate services.
- Must adhere to all Tribal Health directives and policies.
- Must have and maintain current MT Driver's License. Proof of insurability and clean driving record.
- Must have knowledge and skill sufficient to communicate effectively and diplomatically with a multi-disciplinary team environment, including collaboration with Indian Health Service and other community agencies.
- Must have knowledge and skill sufficient to meet specific reporting and recordkeeping requirements.
- Ability to understand and apply administrative rules and regulations.
- Ability to successfully function in fast paced, service-oriented environment under limited supervision.
- Must have current vehicle insurance.