



MIGRATION AND REFUGEE SERVICES

Title: Refugee Health Education and Outreach Liaison

Functional Area: Resettlement and Self-Sufficiency

Reports to: Fredericksburg Office Manager

Employment Status: Full-Time

The Refugee Health Education and Outreach Liaison is responsible for assisting refugees with healthcare needs and health-related education for Migration and Refugee Services (MRS) of the Catholic Diocese of Arlington. The Health Liaison plays a vital role in identifying resources that will benefit the health of each client. The Health Liaison should also establish relationships with refugees, provide health information as needed, and assist with understanding of any medical treatment or referrals. **This position is located in Fredericksburg, VA.**

Competencies Required

- Must be able to communicate effectively in writing and verbally both internally, and to clients and external agencies.
- Bachelor's degree required
- Must be able to represent Catholic Charities and MRS at conferences, trainings, and meetings in the community.
- Must be a proactive team player and create a cooperative and positive relationship with clients and U.S. Ties.
- Must be able to consistently work towards self-sufficiency with all clients and reflect the mission and the goals of the agency with minimal day-to-day supervision. Should be able to work independently when needed and may also seek guidance from supervisors.
- Must attend regular supervision meetings, provide case consultations, and assist with the development of crisis mitigation strategies. Also, the Health Liaison must be prepared to assist with annual projections and monthly and quarterly reports by providing timely and accurate data.
- The health liaison must have a range of IT skills.
- Must be able to keep informed of the social services policies and practices in all counties and localities where the Liaison is assisting clients. Information on any changes in public health policy or practices should be made known to the agency and clients as soon as possible. Health liaisons should also be able to manage their own learning and identify trainings and seminars that would be beneficial to self and other staff.
- Maintain information about service providers for health care, health education, transportation, and interpretation.
- Must be able to strengthen existing relationships and create new ones within the community.

Job Responsibilities

- Provide follow-up, as needed, for conditions identified during the refugee health screening and recommendations made by staff of the local health departments (LHD).



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- Provide support and assistance to resettlement agency staff on health and mental health service delivery issues. This may include assisting clients with health and mental health-related barriers to achieving self-sufficiency and integrating into the community.
- Facilitate the provision of needed follow-up services through coordinating with the Resettlement and Placement (R&P) staff and LHD staff.
- Facilitate scheduling follow-up care through coordination with the R&P staff, the LHD staff, and the Department of Medical Assistance Services (DMAS).
- Assist with addressing health needs identified during development of the Comprehensive Resettlement Plan and work closely with employment staff with the goal of client self-sufficiency.
- Facilitate the delivery of mental health services through the coordination with the local Community Services Boards or other providers.
- Assist the resettlement staff with emergency refugee health needs.
- Facilitate the delivery of health training and identification of educational materials for staff and refugees.
- Ensure that clients are referred to National Health Insurance Marketplace.
- Research local community health providers and programs to improve refugee health.
- Maintain well-organized case notes.
- Coordinate with other programs and agencies to provide services to refugees.
- Participate in monthly conference calls facilitated by the State Refugee Health Coordinator's Office.
- Participate in any trainings provided by the Virginia Department of Health, the Department of Behavioral Health and Developmental Services, and other trainings that will inform staff about refugee health and health access issues.
- Participate in quarterly Virginia Community Capacity Initiative (VCCI) meetings and co-lead the Health Working Group; attend other community stakeholder meetings, as appropriate.

Documentation and Reporting

- Report to Office Manager for supervision and submission of statistics and required data.
- Prepare program status reports for submission in a timely manner.
- Report on local trends insofar as they impact refugee health services.
- Prepare files for internal and external audits as needed or requested by supervisor.

PLEASE NOTE: This position is based in the MRS Fredericksburg office; refugees will be living in the City of Fredericksburg and three counties (Prince William, Spotsylvania, and Stafford). Applicants must possess a valid driver's license and have a minimum of two years driving experience.

To apply, send résumé, cover letter, and salary requirements to jobs@ccda.net.