Job Description

**Job Title:** HFA Family Assessment Worker (HFA Intake Coordinator)  

**Department:** Health Education and Outreach  

**Reports to:** HFA Supervisor  

**FLS:**  

**Prepared By:** E. Nicholas  

**Prepared Date:** September 9, 2019  

**Approved By:** E. Nicholas  

**Approval Date:** September 9, 2019  

**Our Mission:**

To provide quality, integrated, innovative health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well-being.

**Qualifications**

The Family Assessment Worker (FAW) is an integral member of the Expansion Home Visitation Program, funded by Department of Public Health (DPH) at The Children’s Clinic, Serving Children and Their Families. The FAW is responsible for reviewing clinic records in accordance with confidentiality policies and interviewing/conducting the identified assessment tool with parents (prenatally and/or up to three months of child’s age) to determine eligibility for home visitation services. If the family qualifies for home visitation services, the FAW will submit referral to home visitation program to provide services. If the family doesn’t enter the program, the FAW will make referrals to the appropriate community-based agencies, depending on the family’s needs. This position will interface with other TCC departments, community-based organizations, patients and community members as needed in order to build and sustain partnerships to systematically engage overburdened families in home visiting services, cultivate and strengthen nurturing parent-child relationships, promote healthy childhood growth and development and enhance family functioning by reducing risk and building protective factors. The FAW must be willing to provide high quality patient centered care in order to achieve the objectives and mission of The Children’s Clinic, Serving Children and Their Families.

**Position Requirements:**

- Bilingual in English/Spanish required.
- Bachelor degree preferred.
- Driver’s license required.
- Experience in working with families, community agencies, including implementing referral processes
- Non-judgmental.
Experience in working with culturally diverse communities and families with the ability to be culturally sensitive and appropriate.

Demonstrates good writing and organizational skills.

Excellent computer skills with Microsoft Word, Microsoft Excel, and internet required; experience working with medical management software a plus.

Ability to problem solve and prioritize tasks.

Highly self-motivated, action-oriented and customer-service driven.

Willingness to learn, grow and be part of our learning community at TCC with a commitment to our mission required.

Training as a Lactation Educator (CLE) preferred.

Must be highly detailed-oriented.

Familiarity with the Long Beach area, resources and services preferred.

Work efficiently in electronic health records/EPIC and any other site specific systems.

Essential Job Functions:

- Attend and participate in meetings, committees, and training sessions as required.
- Demonstrate the knowledge and skills required to successfully implement the program’s family centered strategies.
- Outreach to patients who might qualify for the Home Visitation Program.
- Conduct the assessment tool with parents to determine eligibility for home visitation program.
- Refer to home visitation program and do a warm-hand off.
- Refer to the appropriate community-based agencies, depending on the family’s needs.
- Adhere strictly to privacy and information sharing guidelines.
- Maintain accurate and timely records, reports and data entry according to program standards.
- Other duties as assigned.

PHYSICAL DEMANDS

The physical demands of this position are those necessary to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Company

Since 1939, The Children’s Clinic, “Serving Children and Their Families” has been dedicated to providing comprehensive healthcare in a culturally sensitive and linguistically appropriate manner to medically underserved, low-income and high-risk populations in Long Beach and surrounding communities. The Clinic is a true medical home for greater Long Beach and surrounding communities providing medical care and counseling for well-child visits; acute and chronic care; adult clinic; community outreach and education; immunizations; laboratory testing; prescribed medications; and linkage to community resources in eight clinic sites.

Benefits

TCC offers a comprehensive benefits package and competitive salary.
Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

EMPLOYEE: __________________________________ DATE: ______________________

SUPERVISOR: __________________________________ DATE: ____________________