

## Health Advocate – San Francisco

### Job Details

Level	Entry
Job Location	San Francisco
Position Type	Full Time
Education Level	High School Diploma/GED
Salary Range	\$19.75 - \$19.75 Hourly
Job Category	Nonprofit - Social Services

### Organizational Summary

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

### Position Summary

Provides health case management for clients with complex needs, with the aim of improving health outcomes, by coordinating care across multiple providers and community agencies and enhancing the use of primary care and other outpatient services. Supports clients in navigating health care system to get the best care in most appropriate setting. Advocates for appropriate care and services for clients within health care system. Acts as liaison to medical providers, long-term care settings, outpatient providers, home health representatives and community agencies. Functions independently to manage schedule and maintain communication with all team members.

## Essential Duties and Responsibilities

- Carries caseload consisting primarily of individuals with complex health, biopsychosocial and/or behavioral needs.
- Focuses on ensuring individuals do not 'fall through the cracks' by providing service support but knowing when to stand back and give support when invited.
- Navigates and coordinates complex multidisciplinary teams and challenging support systems.
- Executes a high level of coordination with external services.
- Advocates for improved communication among service providers, continuity of care and access to care/services.
- Uses a strengths-based approach, building a working relationship that addresses individuals' particular needs based on an understanding of each of these needs, and the complexity of their interaction.
- Supports individuals' adherence to care plans and medical directives to improve health complexities.
- Advocates to ensure appropriate services and resources are received.
- Provides education and promotion of self-management in order to empower individuals to take a more active role in their health.
- Coordinates integration of complex services and/or special needs.
- Communicates appropriately and timely with clients, providers, and support systems.
- Acts as part of support team to management of acute client crises.
- Makes referrals to appropriate medical, behavioral, social and community resources to address client needs.
- Meets standards for billable hours and utilization for Wellness Department.
- Coordinates daily/weekly schedule so that all responsibilities are completed in a timely manner.
- Manages scheduling and transportation for medical and other appointments.
- Attends and participates in regularly scheduled team and supervision meetings.
- Uses technology to communicate with individuals for regular check-ins and assessment.
- Provides accurate, timely updates following medical appointments and/or changes in participant's health status.

- Completes regular documentation and reports to case managers, caregivers and other support team members.
- Other responsibilities as assigned.

## Knowledge, Skills and Experience

Education: A Bachelor's degree in social work or public health preferred. An advanced degree and/or specialized training or certification in aging, case management a plus.

One year or equivalent experience working with individuals with developmental disabilities preferred.

Experience working in health care settings preferred.

Valid California Driver's license, safe driving record and acceptance as a covered driver by The Arc's auto insurance company.

Ability to operate a motor vehicles, use public transportation, and use ride transportation services.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Repetitive key board use, phone use, walking, standing, bending stooping and direct client interaction.

***The Arc San Francisco is an Equal Opportunity Employer.***

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.