



Health Resource Specialist Wisconsin Women's Health Foundation

HOURS: Monday – Friday, 30-40 hours per week (6-8 hours/day), Benefits-eligible
COMPENSATION: \$20/hour
LOCATION: Madison, Wisconsin

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JOB SUMMARY:

The Wisconsin Women's Health Foundation (WWHF) is a mid-size nonprofit with a 25+-year history of providing high-quality women's health education and outreach programming statewide. The WWHF is seeking a professional to join our **Well Badger Resource Center** team as a Health Resource Specialist. The Well Badger Resource Center is Wisconsin's health information and referral service, connecting Wisconsin residents to the social, health, and government programs available in their community. Health Resource Specialists work with participants over the phone, text, email, and other channels, connecting them with the health and social services they need and deserve. Specialists will need to exhibit outstanding customer service ability, strong verbal and written communication skills, strong computer skills, and the ability to tend to detail amidst a dynamic work environment. They also contribute to the larger program as a team member offering one-on-one services as well as support resource management. The ideal candidate will have professional or personal experience with Well Badger's priority populations, which includes pregnant and parenting individuals, children and youth with special healthcare needs, and low-income families.

RESPONSIBILITIES:

Health Information & Referral Services

- Provide telephonic and electronic-based (live chat, text-message, email) information and referral services to connect women, families, and children with special health care needs to health and social services in Wisconsin
- Provide back-up telephonic information and referral services during busy operation hours
- Conduct high-quality, client-focused assessments, education, and informed choice of referrals with program participants
- Perform real time data entry and documentation of I&R services using online software
- Conduct follow-up services including utilizing the online directory for researching available resources, communicating with service providers, and following up with program participants
- Assist in information and referral services shift coverages for other team members
- Provide case briefings at weekly team meetings
- Offer and complete satisfaction surveys with program participants
- Problem-solve complex cases with team members

Program Outreach

- Connect with and build relationships with service providers throughout the state
- Attend meetings, conferences, and other outreach events throughout the region

Program Development

- Attend and contribute to program team meetings (weekly and quarterly)
- Attend and contribute to monthly check-in meetings with supervisor
- Attend and contribute to quarterly quality assurance meetings with supervisor
- Identify resources for inclusion in online directory of resources
- Assist resource management team in assuring accuracy of and verifying directory listings
- Provide regular feedback and recommendations for program development and quality improvement
- Assist in development of new program tools and materials

REQUIRED SKILLS:

1. Knowledgeable about health and social services in Wisconsin
2. Experience working with diverse communities and demonstrated cultural competence
3. Demonstrated ability to handle protected health information
4. Excellent interpersonal communication skills and ability to treat clients with dignity and respect
5. Excellent organizational skills, attention to detail, and ability to multitask
6. Ability to work independently and demonstrated self-starter
7. Strong technology skills including experience with Microsoft Office

MINIMUM QUALIFICATIONS:

1. Bachelor's degree or some college
2. 2 -5 years of experience in an area related to patient care, case management, education, health education, counseling, or other health or social service experience
3. The ability to work a daily 6 - 8-hour shift during Well Badger's hours of operation is required.
4. Ability to obtain and maintain Certified Resource Specialist within twelve months of hire (paid for by employer)

PREFERRED QUALIFICATIONS:

1. More than five years of health or social service experience
2. Experience working with Well Badger's priority populations: pregnant and parenting individuals, children and youth with special healthcare needs, and low-income families
3. Fluent in Spanish, Hmong, or other non-English language
4. Experience with data entry software

TO APPLY:

Submit your resume and letter of interest online at wwhf.bamboohr.com/jobs/. In your letter, please describe how your experience, training and skills make you uniquely qualified for this position.

Thank you for your interest in the WWHF!