



DEAF, DEAFBLIND AND HARD OF HEARING COMMUNITY HEALTH ADVOCATE

Job Description

Who We Are. Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach, and through developing alliances across the state to promote sexual health and freedom in our communities.

Core Value Statements:

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging of one's own mistakes and striving to learn from them; supportive of ongoing learning

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions

Job Summary. The Deaf, DeafBlind, and Hard of Hearing Program's Community Health Advocate is responsible for supporting Deaf, DeafBlind, DeafDisabled, Hard of Hearing and Late-Deafened (DDBDDHHL) community members and their health needs by providing individual assistance, outreach, and education throughout Minnesota. This role comprises helping community members navigate complex health care systems and access community resources, education, services and medical systems, especially concerning sexual health care. This person will also educate medical stakeholders about how to advocate for/engage with/access health advocates. The Community Health Advocate will connect with community members to assist with their health care management, health insurance, medical, dental, and behavioral health providers, basic needs, and other resources. This person is responsible for providing one to one and group setting education, advocacy, outreach, referrals, and consulting to the DDBDDHHL community on sexuality and health care as it relates to

the importance of preventive health practices. When determined appropriate regarding the circumstances of the COVID-19 pandemic, the Community Health Advocate will be required to complete in person and telephonic interaction with clients, community-based resource organizations, and large care systems.

Major Responsibilities:

Health Advocacy

- Provide advocacy and support for DDBDDLH community members who may have challenges advocating for themselves with providers and other healthcare professionals.
- Assist clients in their homes, community, or clinic setting.
- Provide culturally and linguistically appropriate health education.
- Assist clients with problem-solving barriers to address health conditions by identifying,, connecting to and navigating needed community and medical system services. Assist clients with completing necessary forms.
- Establish a trusting relationship and continuous candid communication with clients and client's family support systems.
- Advocate for individual and community health equity.
- Assist clients in accessing health related services, including but not limited to: obtaining a medical home, providing instruction on appropriate use of the medical home, overcoming barriers to obtaining needed medical care and/or social services.
- Communicate to clients the purposes of the program and the impact it may have on their wellbeing. Help clients identify socio-economic issues that affect their overall health and develop health/social management plans and goals.
- Assist in referring and connecting to appropriate preventive care services.
- Collaborate with clients and/or family members, providers, clinic staff, and other relevant agencies to assure appropriateness of services that meet member needs and ensure desired outcomes.
- Provide support, follow up, and education.
- Data entry of client information in appropriate systems and provide reports to management. Complete accurate, thorough and timely documentation.

Health Education

- Work in a team with fellow Health Educators to the DDBDDHLD, and the Community Education program to ensure delivery of consistent, high quality, factual, comprehensive and client-centered education services.
- Provide in person and telephonic education to promote knowledge and skill building for improved client health self-management.
- Assist in developing public health education and training curriculum.
- Provide comprehensive family planning and sexual health education to individuals and groups in a variety of settings, including community organizations, parent groups, schools, correctional facilities, treatment programs, medical provider groups, etc.
- Represent Family Tree Clinic and the DDBDDHLD Program at community events, speaking engagements, Deaf clubs, health fairs, community gatherings and other opportunities (could include bars and restaurants, or other alternative settings where community gathers).

- Build partnerships with community organizations, participating in community coalitions and work groups to elevate the importance of health access for DDBDDHHL D folks, and folks otherwise at the margins and intersections of communities of color and LGBTQIA+ communities.
- Create and promote educational videos and content to share on social media.
- Deliver professional training to community groups, health care professionals, and collaborative partners to increase access to health care for people in DDBDDHHL D community.
- Maintain confidentiality standards, including following HIPAA and organizational guidelines regarding protecting the health information of clients.
- Work with the DDBHH Program Manager to create, maintain and update education materials including print, video, web, and other materials.
- Stay up to date on health information and curricula.
- Work with the DDBHH Program Manager, Health Education Director, Executive Director and other program staff to ensure Family Tree Clinic is accessible and culturally competent for DDBDDHHL D members seeking our services.
- Assist with grant writing and fundraising for the DDBHH Program by coming up with innovative ideas and providing information about the program to the grant writer.
- Track program statistics for grants and program management.
- Communicate to DDBHH Program Manager program needs, goals and ongoing challenges and successes.
- Other tasks as assigned by the DDBHH Program Manager and Health Education Director.

Reporting Relationship: DDBHH Community Health Advocate reports to the DDBHH Program Manager.

Qualifications:

- Fluency in American Sign Language and enthusiastic presentation skills (required.)
- Knowledge of medical terminology.
- Demonstrate passion for health education and a base knowledge of reproductive and sexual health.
- Sex positive, shame free approach to sexual health topics.
- AA degree or two years' experience in human services, community outreach, community health, or related setting.
- Experience linking people to community resources and supporting people with complex health and social needs/issues.
- Ability to solve problems and identify solutions.
- High-level customer service skills during interactions with all patients, families, and staff, including high volume and stressful situations.
- Ability to work as a contributing member of an interdisciplinary team.
- Excellent communication skills, including ability to work with diverse populations including communities of color, LGBTQ communities, and foreign born communities living in the Twin Cities and Greater Minnesota.
- Demonstrated experience presenting and working with the public, including working with the DDBDDHHL D communities.
- Dependable with excellent organization skills and a self-directed work style.

- Competency with a variety of basic computer programs (Google Suite, Microsoft Office, video editing program, etc.).
- Must be able to provide own dependable transportation.

Typical Working Conditions:

- Work remotely (from home)during the COVID-19 pandemic, with the expectation that work will return to being in person when the agency determines it is safe to do so. Due to the nature of these unique circumstances, we are open to hiring an individual who lives outside of the area, pending an agreement to relocate to the Twin Cities metro by March 30, 2021.
- During the COVID-19 pandemic, this work involves many video meetings each day with staff and clients.
- Requires some evening and weekend hours.
- Frequent/daily travel around the metro area and sometimes greater MN (when COVID-19 circumstances allow)
- Family Tree Clinic is primarily a hearing organization with few folks who know some ASL. Interpreters will be provided for all meetings and upon request.

Benefits and Pay: This position is a benefits eligible, 35-40 hour a week position. Dental and Medical benefits, vacation, sick and paid holiday, 2% employer matched 401K. \$19-21, DOQ.

How to Apply:

Please submit a resume and cover letter to Bethany Gehman (pronouns: she/her/hers), DDBHH Program Manager, via email: bgehman@familytreeclinic.org. Position is open until filled.

Family Tree Clinic is committed to building and maintaining a diverse staff. Hiring a member of the DDBDDHLD community is a top priority. People of Color and LGBTQ-identified individuals are strongly encouraged to apply.