



Position Description –
JEWISH COMMUNITY CARE MANAGER & ENGAGEMENT SPECIALIST (JCCMES)

Department: Health Home	Date: February 2018
Reports to: Director Health Home	Approved by: MAS
Supervises: n/a	
Type: Non Exempt	Revision #:
Mission & Vision	
<p>Our Mission: Jewish Family Service of Buffalo and Erie County partners with families, children and individuals of all beliefs and backgrounds to help them succeed in transition and overcome challenges of everyday life.</p> <p>Our Vision: Any person in the Jewish Family Service’s service area coping with a significant life challenge or personal change will have a lifeline that leads to new hope and compassionate care.</p>	

The Jewish Community Care Manager & Engagement Specialist works in the community with members of the Jewish community regardless of Temple affiliation or non-affiliation. We also provide services to people whose significant other may not be Jewish to educate, enroll, and manage health care and social needs. Additionally, the JCCHC works closely with medical providers, social service providers, other patient services and agencies to improve patient care and outcomes and facilitate cultural and linguistic access as needed. The JCCMES is responsible for assisting all members of the community and their families/caretakers to navigate the healthcare and social services system in a patient-centered and culturally sensitive manner.

SUMMARY

*A representative summary of tasks to be performed is provided below. **The employee may be asked to perform job-related tasks other than those specifically stated in this description.** The duties and responsibilities of the position are to be carried out in a manner that is consistent with the mission, values and operating principles of JFS.*

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ESSENTIAL FUNCTIONS

*A representative summary of tasks to be performed is provided below. **The employee may be asked to perform job-related tasks other than those specifically stated in this description.** The duties and responsibilities of the position are to be carried out in a manner that is consistent with the mission, values and operating principles of JFS.*

- Provide culturally sensitive services to members of the Jewish community as needed.
- Interact with other Jewish representing organizations for purpose of reaching clients in need and coordinating services.
- Facilitate recruitment and retention of clients through targeted outreach to holocaust survivors, seniors and other demographics on an as needed basis.
- Collaborate across JFS programs to ensure integration of services and maximize use of client resources.
- Facilitate translation and interpretation services where appropriate.
- Develop and maintain a strong and effective working relationship with the rabbinic community, Jewish communal agencies and identify non-affiliated members of the community
- Meet with members in the office or community to introduce services, perform assessments, and obtain consents.
- Promote self-management, treatment adherence, and use of web-based patient communication tools.
- Facilitate development of culturally relevant goals and health management plans.
- Facilitate client access to health and social related services, including but not limited to: assisting finding a primary physician/specialist, assisting with arrangement of transportation, referrals to community resources, comprehensive transitional care/follow-up, patient & family support and referral to community & social support services.
- Travel by car to obtain information and/or transport clients as may be required
- Document activities, service plans, and results in an effective manner by means of electronic portals where appropriate.
- Work collaboratively with the care team to develop and maintain a person-centered care planning process.
- Work directly with member, family/caregivers and discharge planners to assist in transition planning.
- Required to provide trainings, presentations where and when appropriate.

Jewish Family Service Position Description

JEWISH COMMUNITY CARE MANAGER & ENGAGEMENT SPECIALIST (JCCMES)

QUALIFICATIONS

Education and Experience:

- Bachelor's Degree in relevant field and experience in direct client service, preferably in health and human services.

Qualifications:

- Familiarity with the Jewish community, customs, traditions, values and norms.
- Knowledge and understanding of community and health promotion resources.
- Knowledge of current trends and practices in the care coordination field.
- Ability to effectively provide case management services.
- Exhibited ability to effectively work within an inclusive and culturally and linguistically diverse environment.
- Exhibited ability to work with seniors.
- Knowledge of strategies to assist trauma survivors to overcome barriers to health care.
- Strong internet research and computer skills, especially with Outlook, Word, Excel, PowerPoint, and web-based health information systems.
- Ability to work outside normal work hours (outside of Shabbat) including evenings as needed to meet client and outreach needs.
- Valid NYS driver's license and car required.
- Bilingual skills desirable: German, Russian, Hebrew

Competencies

- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making - Considers relative costs and benefits of potential actions to choose the most appropriate one.
- Relates well to all kinds of people regardless of level inside or outside of the organization. Uses diplomacy and tact when dealing with and interacting with others. Diffuses tension. Fosters collegial and cooperative attitudes. Works effectively to achieve common goals. Communication Intelligence - Listens to others, able to communicate issues clearly and credibly with widely varied audiences and overcome resistance; fosters open communication and manages emotion in positive ways.
- Client Focus - Understands and meets customer needs, whether internal or external, providing a high level of service and cooperation (courteousness & sensitivity)
- Initiative & Adaptability - Deals with situations and issues proactively and persistently, seizing opportunities along with a personal willingness and ability to respond to changes.

Agency Expectations:

- Must possess a complete commitment to, and understanding of, Jewish Family Service's Mission & Vision.
- Cultural Competence – Ensures access to services for people of differing languages and cultural backgrounds; provides a supportive environment for our multicultural workforce; and promotes a welcoming environment for all.
- Teamwork – Uses diplomacy and tact when interacting with others; works collaboratively with colleagues to achieve agency and departmental goals.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Frequency of travel: Occasional travel is required for meetings, trainings and conferences and client needs; location may vary.
- Light physical activities and efforts required working in an office environment.

JFS of Buffalo & Erie County offers competitive benefits including 21 days PTO, 13 holidays, excellent health insurance, 401k, life insurance and more. Please apply directly online through www.jfsbuffalo.org.