

JOB DESCRIPTION

This document is used to provide a basic description of essential duties and other work elements.

Employee Name: Vacant	
Agency: Indiana State Department of Health (ISDH)	BU: 00400
Division: Maternal and Child Health (MCH)	Section/District: Life course
Job Title: Contractor-Knowledge Services	Job Code:
Working Title (if different from above): Communication Specialist	
Reports To: Communication Supervisor	
FLSA Status: X Exempt	Effective Date : Immediately

Background:

The MCH MOMS Helpline mission, to reduce the infant mortality rate in Indiana by providing information and referrals connecting families to available resources focused on improving the health of mothers and their children. This mission is accomplished by utilizing a systems model approach promoting cross-sector collaboration and follow-up in order to build efficient and effective early childhood systems that mitigate the impact of adversity and support protective factors among families, so that all families can grow, develop, and thrive to their full potential.

Purpose of Position/ Summary:

The MCH MOMS Helpline serves as telephone access point within the Maternal and Child Health (MCH) Division at the Indiana State Department of Health. The focus of the position is to provide information, referrals, and resources to link mothers, pregnant women, women of child bearing age, and families to a network of services within their community with individualized follow-up interactions with a Communication Specialist. The Communication Specialist is responsible for identifying the client's needs and barriers to accessing services and bridging the gap between families and resources

Essential Duties/ Responsibilities:

- Provides care coordination for families, researches most appropriate resources, provides education and information on development, behavior management and services, and provides advocacy and follow-up as needed
- Requires efficiency to handle the volume of incoming calls received on a daily basis.
- Ability to make and take a numerous amount of calls helping navigate families with resources and referrals within the maternal and child life cycle, accurately and thoroughly using multiple intake screening processes.
- Assess caller/client situation and enters accurate data on all calls
- Ability to follow-up with all clients engaged in the system, to ensure that quality is achieved.

- Assists Lead CS in producing caller data reports by reporting number of calls made and other filter such as referrals, call type, needs, providers, etc. on a daily basis, if needed.
- Develop in-depth knowledge of the existing early childhood systems, Home Visiting, Early Childhood, Special Education and Children and Youth with Special Health Care Needs programs- eligibility, referral/application processes, due process information, and related support services.
- Complete the screening and referral to services processes for eligible, pregnant women in target counties by contacting them directly and referring them to home visiting services as part of the OB Navigator Initiative.
- Complete ASQ screening, activities and referral processes as defined by Help Me Grow IN.
- Assist with compiling and mailing out information packets to families referred to services or screening tools, or other community based resources, as needed.
- Sends out confirmation letter and resource information to referral source.
- Assists in maintaining filing system for all cases.
- Attends staff meetings, conferences, and workshops regularly to upgrade professional skills and understand systems and current best practices for working with mothers, children and families.
- Works effectively as a team member and provides assistance to other staff members as needed.
- Effective communication skills needed to assess the needs of clients and direct them to the appropriate resource and referral.
- Ability to assist client submitting full Medicaid application.
- Requires knowledge of community resources and available service providers throughout the state, assisting in identifying gaps and barriers to services, and system issue trends families experience in utilizing services.
- Requires knowledge of Information and Referral (I&R) standards and utilizing the Vision Link Database.

Job Requirements:

Education

- Required a Bachelor's (or higher degree) Communications /Social Work or Information Technology, Education, Special Education, Home Visiting or related health or human services field.

Skills

- Must have knowledge of the nature of the social service and medical providers to whom the Helpline make referrals.
- Must have ability to develop a specialized knowledge of Information and Referral service provision, and considerable knowledge of the services available throughout the state of Indiana.
- Excellent listening skills and the ability to assess and inquirer's situation and needs as well as use good judgment in determining the appropriate referrals are required.

- Excellent interpersonal skills and ability to convey information effectively to both professionals and the general public.
- The ability to show compassion and understanding for people with dealing with difficult situations.
- Logical thinking, good judgment and ability to maintain composure in stressful circumstances (suicides/abuse/crisis calls) are needed.
- Must be respectful; non-judgmental; non-critical and attentive to the concerns of MCH programs and staff.
- Able to work independently and as a part of a project team.
- Able to work under pressure and tight deadlines in a fast-paced environment.
- Able to multitask, prioritize, and be flexible.
- Proficient in the use of Microsoft Office Outlook: Power Point, Excel and SharePoint.
- Well-developed communication skill, both written and verbal.
- Experience in positions involving maternal needs, special needs or work with very young children.
- Knowledge of typical and atypical child development and special needs conditions.
- Bilingual, English/Spanish highly desirable.

Supervisory Responsibilities/Direct Reports:

All Communication Specialists works within the ISDH MCH Team as well as other divisions within the MCH and Health and Human Services Commission, both staff and contractors, to ensure compliance with all HelpLine requirements. The position represents ISDH/MCH to numerous internal and external partners statewide and advises the ISDH MCH Systems Director on matters of major impact to ensure conformity with agency, state and federal requirements

Difficulty of Work:

This position requires significant attention to detail, the ability to work with internal and external partners, knowledge of the different resource and referral systems used within the MCH division and this particular section. This position must be able to resolve problems, logically develop ideas, interpret policy, and have superb oral and written communication skills, to guide appropriate interactions with the caller and to use good judgment in determining the appropriate referrals and provided.

The MOMS Helpline adheres to the standards set by the Alliance of the Information and Referral Systems (AIRS). The incumbent must work independently and with minimal supervision.

Personal Work Relationships:

Incumbent maintains cooperative relationships with internal and external partners for daily problem solving and interpretation of regulations and policies; and must have the ability to work with a diverse group of employees, not only in function, but also in skill level.

Physical Effort:

Position requires to sit for a long periods, adjust phone headset and the ability to physically move throughout the ISDH office area. Some travel is required. There is no heavy lifting required,