

## SIU School of Medicine POSITION DESCRIPTION

**Name:** CSN

**PRESENT CLASSIFICATION** Program Services Specialist      **DATE** Oct. 24, 2022

**DEPARTMENT/DIVISION**      SIU Center for Family Medicine-Quincy

### **Function**

The Program Services Specialist will help coordinate services for SIU patients and assist with identifying barriers and overcoming these. Examples the SIU Program Specialist help with are housing, employment, income, food, child care, Children's education, adult education, health care coverage, life skills, family/social relations, mobility, community involvement, parenting skills, legal, mental health, substance abuse, safety, and disabilities.

### **Organizational Relationship**

This position reports to the Behavioral Health Coordinator or Site, who reports to the Residency Program Director, who reports to the Chair of the Family and Community Medicine Department, who reports to the Dean and Provost.

### **Duties and Responsibilities**

The following information is intended to be representative of the work to be performed by this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by action, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

### **Outreach & Programming                      95%**

1. Help with barriers to patient care
2. Work closely with the program's Behavioral Health to ensure program goals and measures are being met.
3. Develop relationships with families identified.
4. Assess family issues and provide appropriate referrals/ interventions.
5. Provide help with specific needs of the families.
6. Access community programs and social services to provide assistance as needed.
7. Responsible for tracking program goals and measures.
8. Provide feedback and reporting to Behavioral Health Coordinator.
- 9.

### **Other:    5%**

1. Perform related duties as assigned.

### **Knowledge required for the Job**

1. Ability to maintain confidentiality and follow HIPAA guidelines
2. Sensitive to the needs of underrepresented minority populations.

### **Preferred Qualifications**

1. Knowledgeable about Quincy, its medical community, social service providers, and in school.
2. Excellent problem solving, organizational and communication skills.
3. Strong interpersonal skills with demonstrated ability to work independently and exhibit good judgment.
4. Demonstrated experience and ability to go into the homes of individuals requiring assistance.
5. Must be able to maintain professionalism with physicians, clinicians, and other professionals as well as community organizations.
6. Ability to work effectively and communicate with diverse, vulnerable and high-risk populations. Knowledge of health literacy concepts is a plus.
7. Flexibility to adapt to changing environments and needs.
8. Proficient in Microsoft Office products.

### **Responsibility**

- A. **Supervisory Controls** – Written and oral directives will be given from the Director of Community Outreach. The employee will be expected to work independently, except for occasional consultation with the supervisor.
- B. **Guidelines** – Guidelines and policies are set by the Directory of Community Outreach. This person will also follow the Center for Family Medicine – Quincy, School of Medicine, SIU, and Blessing Hospital guidelines. These are general guidelines and do not specifically outline how a person filling this position should perform. However, this person will be a direct reflection of the Family Medicine Program. For this reason, neatness, cleanliness, organization, excellent communications skills, both oral and written, ability to get along with others, and personal conduct will be a consideration. At SIU Center for Family Medicine-Quincy, we share accountability for safe practices. Employees are required to bring attention to safety issues, change current practices to enhance safety, share errors, and ask for help when needed.

### **Difficulty**

- A. **Scope:** This individual will be assessed on engagement success with the community with the goal to increase attendance at local schools for all grade levels. They will be responsible for collection of data to demonstrate this goal achievement to not only SIU but also to the Quincy Public Schools. Project will be developed using a community based participatory model so decisions made will be based on consensus among the team. The individual will be involved in development of programs and implement activities based upon community engagement knowledge.
- B. **Complexity:** This individual will perform a variety of tasks including but not limited to assisting the Director with administration of tasks necessary for coordinating the project to developing and holding community activities, to making home visits. Work will vary and a flexible schedule is needed to meet the needs of the neighborhood outreach project. Innovative thinking will be required as techniques, evaluation criteria and systems will be developed and implemented.

### **Personal Contacts**

This position, in the medical setting and the community will interact with health administrators, providers - both faculty and residents, as well as patients and their families. In addition, this position will establish key contacts in community health and other organizations for the purpose of accessing services for patients and families.

### **Environmental Health and Safety**

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

**Working Conditions**

This individual must be comfortable going into the homes of those needing assistance, able to effectively assess the situation and gain the trust of those in need.

1. Must possess good physical health and be able to stand for long periods of time. Must possess good mental health and ability to maintain composure under stress, using tact and good judgment.
2. Ability to adjust personal hours to meet the demands of the position. Some evening or weekend hours may be necessary.

See attached Physical and Environmental Requirements form.

**Comments**

EMPLOYEE: \_\_\_\_\_ DATE \_\_\_\_\_  
Incumbent  
Program Services Specialist

SUPERVISION: \_\_\_\_\_ DATE: \_\_\_\_\_  
Stacy Melton, LCSW

REVIEWED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
William Dixon, M.D., Program Director, Quincy Family Medicine Residency  
Or  
Amanda Hutton Amanda Hutton, BSN, RN, OCN  
Site Administrative Director