# SIU School of Medicine
# POSITION DESCRIPTION

**INCUMBENT:** **CSN:**

**PRESENT CLASSIFICATION:** **Program Services Specialist** **DATE:**

**DEPARMTENT:** **Family and Community Medicine**

**DIVISION:** **SIU Center for Family Medicine – Decatur Community Outreach Program**

## FUNCTION

This position involves providing direct services to individuals. This program is funded to provide care for patients/clients who do not often fit well within the standard medical model. This position will work closely with medical providers, primary care teams, and other agencies to improve patient outcomes and care. This position will work to decrease the disparities in health due to COVID-19 or other health emergencies and will help advocate for social and environmental needs as they arise. This position will work closely with their health center site, their PCPs, Local Health Departments, and Community Based Organizations to provide wrap-around services and create a foundation of trust for continued care of socially vulnerable populations.

## ORGANIZATIONAL RELATIONSHIPS

This position reports to the Director of Clinical Operations who in turn reports to the Executive Director of the FQHC Community Health Center Programs.

## DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by incumbent in 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 actions, 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 improvements.

### Support – Direct Patient Interaction 100%

1. Explain program requirements and guidelines to the general public.
2. Develop community resource materials that are up to date and reflective of the local community.
3. Conduct comprehensive interviews and intake assessments to determine the needs of individuals to be served by the program.
4. Assist patients in setting and achieving personal goals in person, by phone or in group setting.
5. Through skill building interventions and other supportive interventions, assist patients in effectively utilizing a wide spectrum of resources, managing symptoms of their illness, and developing daily living skills to gain greater independence, employment and other meaningful activities.
6. Connect patients to community resources including but not limited to housing, medical care, education, vocational training, and additional recovery resources / meetings.
7. Assist patients with transportation to medical and other related appointments.
8. Prepare and maintain written records as needed by the program.
9. Participate in all required administrative and training meetings in order to ensure adherence to policies and protocols.
10. Complete other duties as assigned.

## SKILLS AND ABILITIES NEEDED FOR POSITION:

1. Sensitive to the needs of underrepresented minority populations.

2. Able to work professionally and adeptly under pressure.
3. Ability to work a flexible schedule.
4. Ability to adapt to change, motivate others and provide empathetic support.

**RESPONSIBILITY**

**A. Supervisory Controls -** The supervisor, as needed, assigns duties. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor.
**B. Guidelines -** Guidelines for the position are set originally by the charge nurse who is responsible for seeing that the guidelines are followed through.

**DIFFICULTY**

**A. Complexity –** The incumbent must be able to adapt to changes in clinic requirements and needs, and must use sound judgement and be attentive to detail.
**B. Scope and Effect -** The employee in this position directly affects patient satisfaction and health outcomes. This position is very important to the FQHC.

**ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES**

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

**PERSONAL CONTACTS**

The employee will have frequent contact with all faculty, residents and staff, as well as patients.

**PHYSICAL REQUIREMENT & ENVIRONMENT**

See attached physical and environmental form.

## SIGNATURES:

INCUMBENT: _____ DATE _____
Incumbent

SUPERVISOR: _____ DATE _____
Amber Garwood
Director of Clinical Operations

REVIEWED BY: _____ DATE _____
David Samples
Site Administrator

APPROVED BY: _____ DATE _____
Iris Wesley, CEO, SIU FQHC

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Program Services Specialist**

Position No. (If applicable): _____ Department: **Family and Community Medicine/Decatur-SMS**

**WORK ENVIRONMENT:** ***(Check all applicable environments)***

| | |
|---|---|
| ☒ **Office** | ☐ **Hospital** |
| ☒ **Clinic** | ☐ **Warehouse** |
| ☐ **Research Laboratory** | ☐ **Outdoors** |
| ☐ **Other (Be Specific):** **This position will perform home visits and may enter a patient's home.** | |

| **PHYSICAL DEMANDS:** | Seldom | Occasionally | Frequently | Constantly | N/A |
|---|---|---|---|---|---|
| (Indicate frequency of activity during performance of position duties) | (Performed rarely less than 2% of the time) | (Performed less than 25% of the time) | (Performed 26% to 50% of the time) | (Performed 51% or most of the time) | |
| *(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)* | | | | | |
| Reading | ○ | ○ | ○ | ◉ | ○ |
| Writing | ○ | ○ | ○ | ◉ | ○ |
| Speaking | ○ | ○ | ○ | ◉ | ○ |
| Close visual acuity | ○ | ○ | ○ | ◉ | ○ |
| Travel | ○ | ○ | ○ | ◉ | ○ |
| Hearing - Conversation | ○ | ○ | ○ | ◉ | ○ |
| Hearing - Other Sounds | ○ | ◉ | ○ | ○ | ○ |
| Stooping | ◉ | ○ | ○ | ○ | ○ |
| Squatting | ○ | ◉ | ○ | ○ | ○ |
| Gross hand manipulation | ○ | ◉ | ○ | ○ | ○ |
| Fine hand manipulation | ○ | ◉ | ○ | ○ | ○ |
| Working in dust, fumes, gases, or irritants | ◉ | ○ | ○ | ○ | ○ |
| Working at heights | ◉ | ○ | ○ | ○ | ○ |
| Working in extreme cold, heat and/or humidity | ◉ | ○ | ○ | ○ | ○ |
| Working in close quarters | ◉ | ○ | ○ | ○ | ○ |
| Climbing | ○ | ◉ | ○ | ○ | ○ |
| Operating motor vehicles | ○ | ○ | ◉ | ○ | ○ |
| Sitting | ○ | ○ | ○ | ◉ | ○ |
| Standing | ○ | ○ | ○ | ◉ | ○ |
| Walking | ○ | ○ | ○ | ◉ | ○ |
| Working above shoulder level | ◉ | ○ | ○ | ○ | ○ |
| Twisting | ○ | ◉ | ○ | ○ | ○ |
| Kneeling | ○ | ◉ | ○ | ○ | ○ |
| Pushing or pulling | **10 - 20 lbs.** | | | | ○ |
| Carrying | **10 - 20 lbs.** | | | | ○ |
| Lifting | | **20 - 40 lbs.** | | | ○ |
| Other (Please list): _____ | ○ | ○ | ○ | ○ | ○ |

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature _____ Date _____ **Amber Garwood, FNP-BC** Supervisor Name _____ Employee Signature _____ Date _____