

**Job Title:** Pandemic Health Supervisor

**Department:**

**Reports to:** Agency Manager

**Effective Date:**

**Job Summary:** The Pandemic Health Navigator Supervisor (PHNS) will work to decrease the spread of COVID-19 through specialized and individualistic work with clients. PHNS will work with clients who do not often fit well within the standard medical model. The PHNS will work closely with medical providers, primary care teams, and other agencies to improve patient outcomes and care. PHNS will complete an intake interview for their clients, provide regular follow-up care and documentation and provide referrals to other services, as necessary. This position will work to decrease the disparities in health due to COVID-19 and will help advocate for social and environmental needs as they arise. The PHNS will work closely with PCPs, Local Health Departments, and Community Based Organizations to provide wrap-around services to encourage clients to remain in their homes while positive with COVID-19. The PHNS will create a foundation of trust for continued care of socially vulnerable populations. The PHNS will take an active approach to leadership of the PHNs they are managing. The PHNS will participate in activities to improve leadership experience.

**Supervisory Responsibilities:** None

**Duties/Responsibilities:**

- Build rapport and connection with clients in an empathetic manner.
- Assist clients in scheduling, accessing, and utilizing telehealth services with their primary care provider. If the client does not have a PCP, work to get the client established with a PCP.
- Screen clients for Social Determinant of Health Issues (SDOH) and make service referrals as appropriate.
- Provide clients with resource information by utilizing local database systems and the IPHA Resource List.
- Practice social distancing, mask wearing, and always use proper PPE.
- Able to identify symptoms of distress and act/intervene appropriately.
- Collects data for the program by being accurate and timely in documentation of client encounters.
- Ensure that compliance with HIPAA and Covid 19 health protection guidelines are followed
- Ensure that all PHNs complete required IPHA and IDPH trainings
- Make all required meetings as requested by IPHA
- Work to establish coordination with LPHDs, FQHCs, and other CBOS in regards to current services related to Covid-19

- Provide required site documentation to IPHA

#### **Required Skills/Abilities:**

- Ability to think critically and make decisions based upon information you are provided with.
- Must be able to maintain professionalism with clients, coworkers, staff, and referring agencies.
- Current valid Driver's License.
- Must have own transportation and auto insurance.
- Ability to be a self-starter and work independently with limited oversight.
- Ability to communicate affectively by telephone, in person and digital. This includes texting, phone calls, emails, and video conferencing, as necessary.
- Ability to navigate stairs, curbs, or other environmental obstacles.

#### **Education and Experience:**

- Must have experience working in community work. This can include advocacy, volunteering, etc.
- Must be willing to see the inherent worth and dignity of each client.
- Prior experience supervising employees is preferred.

#### **Physical Requirements:**

Most of the work the PHNS will do, will be in an office or in their personal home-based setting. The PHNS will meet virtually with most clients. This virtual meeting may include phone calls, emails, texting, or video conferencing. There will be times that clients need items delivered to their homes such as food. This would include lifting and carrying of 20 pounds. The PHNS may deal with time sensitive requests. The PHNS may be exposed to outdoor temperature extremes, including dust.