



CASA de SALUD
Always by Your Side

GUIA Program Coordinator

ABOUT CASA DE SALUD

The mission of Casa de Salud (Casa) is to facilitate and deliver high quality medical and mental health services for uninsured and underinsured patients, focusing on new immigrants and refugees who face barriers to accessing other sources of care. Casa is unique in that it is the only organization in the metro area that offers the new immigrant community low-cost access while also acting as a portal to other services through our collaboration with numerous health and social service organizations throughout the metro St. Louis area.

The GUIA (Guides for Understanding Information and Access) Program is a team of case managers that provide health education, self-care management, and patient advocacy services. Case managers work with patients to overcome barriers to health care by setting up appointments, attending those appointments with patients, ensuring follow-up care is scheduled, and assisting with the financial aid process.

POSITION SUMMARY

The GUIA Program Coordinator is responsible for the triaging of cases, assessment of programmatic progress and outcomes, and coordinating case management activities. The GUIA Program Coordinator will be responsible for maintaining a schedule of health care services provided by external partners and building partnerships with health care organizations across the St. Louis region. They serve as the organization's primary contact at Casa for case management services.

RESPONSIBILITIES

Program Coordination and Supervision

- Ensure the smooth operation of the GUIA Program, including appointment tracking and data collection systems
- Supervise the case management team and provide feedback and mentorship, as needed
- Assist with recruitment, training, and onboarding of case managers
- Conduct case reviews to discuss progress, troubleshoot, and ensure patients are receiving timely service
- Update and maintain training materials, procedures, and communication materials
- Coordinate and identify opportunities for professional development for case managers

Community Relationship Building

- Maintain external partnerships and ensure effective coordination with agencies, such as referral partners
- Establish new referral pathways, as needed, to accommodate changing needs of patient population
- Represent the GUIA Program in community meetings, as needed

Program Development

- Act as the point person within the agency for GUIA Program services
- Evaluate programmatic outcomes to ensure success of organizational and program objectives
- Securely collect, maintain, and report data for evaluation, referrals, and program improvements
- Support the growth and development of the program
- Identify opportunities for growth through strategic outreach to potential partners
- Present to a variety of audiences about the program and its outcomes, as needed
- Identify opportunities for volunteer engagement to assist in the referral coordination process

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical and healthcare-related concepts
- Excellent interpersonal and health communication skills
- Strong professional written communication skills
- Marketing and presentation skills
- Project management skills
- Supervisory skills

ESSENTIAL QUALIFICATIONS

- Oral and written fluency in English and Spanish required
- Bachelor's degree or equivalent experience required; Master's degree preferred
- Commitment to working with medically underserved patient populations
- Proficiency in Microsoft Office 365 and Google Suite software
- Experience with electronic medical record documentation preferred, and ability to learn to use Casa's electronic medical record required

Performs other duties as assigned.

WORKING CONDITIONS

- Work is performed in a typical clinic and office environment, with some work completed remotely
- Occasional evening and weekend activities
- Average physical effort with some handling of light weights such as supplies or materials on an infrequent basis (10-15 pounds)

BENEFITS

- Medical, dental, and vision insurance
- 401(k) investment accounts with 3% employer match
- Paid time off including holidays

The above information on this description has been designed to indicate the nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

HOW TO APPLY FOR THIS POSITION

Casa de Salud is an Equal Opportunity Employer and considers qualified applicants for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other status protected by applicable law.

Position is open until filled; first reviews begin immediately.

Interested applicants should send a cover letter and resume to the President and CEO, Diego Abente, at info@casadesaludstl.org, or mail to 3200 Chouteau Ave. St. Louis, MO 63103.

Learn more about mission and work — www.casadesaludstl.org