



Healthy Start, CI&R Hospital Family Resource Coordinator at TGH

GENERAL SUMMARY: Under the direct supervision of the Supervisor, the Family Resource Coordinator provides Healthy Start and Healthy Families services in the Post-Partum and/or Ante-Partum unit of the designated hospital. The Family Resource Coordinator interviews all families of newborns and begins the process to evaluate baby's eligibility for the Healthy Start or Healthy Families services. Once eligibility is determined, the Family Resource Coordinator presents the family with information about the program and facilitates enrollment to the appropriate program. While the position is primarily based at Tampa General Hospital, weekend and additional coverage may be required at AdventHealth Tampa or Brandon Regional Hospital with notice.

The Family Resource Coordinator must represent HSC in a professional manner and ensure and maintain confidentiality of client information.

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Complete a Healthy Start Infant Screen Worksheet on all newborns.
- Complete Healthy Families Record Screen on all families with newborns residing in the designated Healthy Families Hillsborough zip codes.
- Complete a Healthy Start Initial Contact on all newborns residing in Hillsborough County and provide educational information and referrals as needed.
- Complete tracking calls on newborns one month post discharges and as indicated in local guidelines.
- Provide and explain the newborn discharge packet along with referrals to community resources and services (e.g., Beds for Babies, WIC, infant classes, food banks, housing, mental health service), as needed.
- Complete the designated number of Healthy Families assessments with eligible families in the hospital, and occasionally in client's home, within the specified timeframes and guidelines established by Healthy Families.
- Score and submit Healthy Families assessments to designated Supervisor and process approved assessment in a timely manner following established procedures.
- Refer mothers of newborns that indicate they used substances and/or alcohol during pregnancy to hospital Social Services.
- Develop and maintain comprehensive understanding of community programs or resources available to clients and of maternal/child health issues that are deemed risk factors during pregnancy and early childhood (e.g., domestic violence, child safety, etc.).
- Complete and process paperwork (Screening Worksheets, Initial Contacts, Encounters, Assessments, Scoring Sheets, etc.) accurately, in a timely manner and according to procedure.
- Develop and maintain good working knowledge of programs' coding and documentation guidelines as required by Healthy Start and Healthy Families.
- Maintain client files up to date and organized by following program procedures and documentation guidelines.
- Prepare and submit appropriate administrative reports, accurately and on a timely basis (e.g., activity logs, caseload reports, timesheets, mileage reports, etc.).
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Complete designated trainings within the listed timeframes
- Abide by all designated hospitals' policies and procedures.
- Perform other duties as assigned.

ORGANIZATIONAL SUPPORT and ADDITIONAL DUTIES

- Participate in trainings, supervision, and team meetings, as requested.
- Establish and maintain cooperative working relationships.
- Contribute to a positive work environment and positive employee relations by practicing healthy and respectful communication.
- Demonstrate commitment to maintaining HSC's high quality service standards.
- Effectively collaborate across all programs and with all staff.
- Maintain a high level of professionalism and confidentiality.

KNOWLEDGE and SPECIAL SKILLS:

- Manage a caseload; organize and prioritize work assignments; make decisions and independent judgments; determine the appropriate course of action in emergency or stressful situations; and recognize reportable events.
- Must communicate effectively both verbally and in writing.
- Computer skills with proficiency in Microsoft Office (Excel, Word, Outlook) and internet.
- BA/BS in social work, human services, or related field in an accredited program.
- Working knowledge of community resources.
- Knowledge of confidentiality regulations and procedures
- Knowledge of issues with Child Abuse and Neglect, Family Violence, Substance Abuse
- Able to pass a DCF Level II criminal background screen and a pre-employment drug screen.
- Bilingual English/Spanish verbal and written required.
- Ability to travel as required by the position.
- Must have reliable personal transportation, insurance, and a valid State of Florida driver's license.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit for extended periods; use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee may occasionally need to stand, walk, or lift and/or move up to 10 pounds. Specific vision abilities required include close vision and the ability to adjust focus.

Physical Requirements for Positions with Driving Requirements:

- Must be able to sit for extended periods while operating a motor vehicle.
- Ability to enter and exit vehicles multiple times per day.
- Must be able to occasionally lift, carry, push, or pull up to [25–50] pounds (adjust per job role).
- Must have sufficient visual acuity and hearing to safely operate a vehicle and follow traffic signals and auditory cues.
- Manual dexterity is required to operate vehicle controls and related equipment.
- May be exposed to varying weather conditions and traffic environments.

AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:

This job description is intended to describe the general nature and level of work being performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and applicable state and local laws.

Healthy Start Coalition is an Equal Opportunity Employer and values diversity in the workplace. We provide equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other protected status in accordance with applicable federal, state, and local laws. We will make reasonable accommodations for qualified individuals with known disabilities, as required by the ADA. If you require reasonable accommodation, please contact Human Resources.

SERVICE EXCELLENCE STANDARDS:

- Exhibits a total commitment to maintaining high quality service standards of the Healthy Start Coalition.
- Functions as an effective team member in accordance with agency policies and procedures.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.
- Demonstrates professionalism in dealing proactively with clients, supports, providers, and the Board and general public.

EOE/DFWP/Smoke-free workplace/campus

HSC utilizes the Clearinghouse for background screening <https://info.flclearinghouse.com/>

Qualified candidates email resume to jobs@hstart.org