



Job Description

Job Title: Health Screening Specialist
Responsible To: Substance Use Program Manager

Responsibilities: The Health Screening Specialist is responsible for maintenance and implementation of programming in partnership with the South Dakota Department of Health to provide assistance to clients in obtaining screenings for early detection of cancer, performing preliminary screening for eligibility for cancer health services, and problem-solving barriers to appropriate utilization of health, cancer screenings, and other services.

Job Requirements:

- Bachelor's Degree in public health or human service field with experience in working within a health care system is preferred, or, a combination of directly related college course work and experience in the health care field may be substituted
- Demonstrated interest in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need
- Detail oriented and organized
- Ability to manage crisis situations
- Flexibility and ability to manage many concurrent projects

Specific Responsibilities:

A. Provide referrals for screening for Early Detection Cancer Programs such as All Women Count! at the Helpline Center

1. Maintain policies and procedures for the program and update as necessary.
2. Research appropriate referral sources, attend trainings and briefings on benefit programs and potential healthcare resources; keep apprised of services offered and eligibility requirements.
3. Research similar programs on best practices to implement
4. Participate in program evaluation to ensure projected goals are reached.
5. Provide monthly reports.

- B. Assesses, identifies and evaluates needs of contacts to 2-1-1 who indicate that they are in need of cancer screening**
1. Provide health services needs assessment including screening for cancer related issues; to educate, navigate, and connect the caller with the appropriate services to fulfill their needs.
 2. Identify and refer clients to appropriate community resources which may address the clients' additional health or other human service needs.
 3. Provide advocacy when needed to assist women with scheduling screenings with providers.
 4. Assist clients in accessing transportation for health related appointments.
 5. Provide follow up on assigned clients to ensure services were provided.

C. Respond to Helpline calls and texts

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers for information/referrals following policies and procedures.
3. Answer and provide appropriate intervention/assistance for listening/support following policies and procedures.
4. Answer and provide appropriate intervention for crisis/victims services/suicide following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
6. Document calls/texts/emails correctly into computer tracking system according to procedure.
7. Identify active callers/texters and follow appropriate directives as listed in the active caller profile sheets.
8. Contact a Helpline supervisor or back-up staff as necessary.
9. Complete suicide and community assessment follow-ups according to procedure.
10. Ask callers/texters for suicide and community assessment follow-ups according to procedure.
11. Complete call monitoring according to procedure.
12. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.

D. Maintain awareness of Connections Center resources

1. Attend all scheduled staff meetings, in-service meetings, and annual staff retreat.
2. Complete ongoing training assignments as required.
3. Assist in the updating of various Connections Center binders to ensure accurate policies, procedures, and contacts.
4. Review email, announcements, resource books, manuals and national directories during each shift worked.

E. Professionalism

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.

3. Participate in the agency and demonstrate team participation and a work place that enriches staff's ability to reach goals and provide a high level of customer service.

F. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.
Management retains the discretion to add or to change the duties of the position at any time

Updated: May 2020

Employee Signature

Date

Supervisor Signature

Date

Hours: Hourly full-time position. Includes day, evening and weekend hours. Will include coverage of holidays and on-call.