

Health Advocate Responsibilities

Legacy Community Health believes that motivated Health Advocates make real changes for our patients' families and our country's health care system. We seek passionate, diverse, committed, social justice-minded advocates to join our movement that ensures patients' cohesive wellness, both medically and socially. As members of a volunteer community, Advocates continuously reflect on this work and develop their skills, themselves, and their team to create a lasting impact in health care and their clinic communities.

Our program provides learning opportunities and practical field experience for individuals interested in working in the non-profit or health sectors. Coupled with Legacy's training curriculum, this hands on experience ensures that Advocates gain a strong understanding of Houston's health and resource landscape as well as the concrete skills needed to effectively interact with patients and clinicians from diverse backgrounds. Working side by side with seasoned health care and non-profit professionals, Advocates gain a unique perspective on the healthcare system while helping change it for the better. Legacy will gladly provide references for dedicated advocates who successfully complete program requirements.

Responsibilities include:

- 1) Work with a caseload of clients professionally and effectively
 - Provide timely and enthusiastic participation in a minimum of 8 hours at a clinic per week. Time will consist of new patient contacts, follow-ups to ensure service linkage, and weekly supervision and support sessions with staff leaders
 - Hold engaging conversations with families that elicit information needed to meet their resource goals
 - Document all work being done with families to provide the greatest possible continuity of care
- 2) Connect families to services located in their community
 - Understand and follow Legacy Community Health's scope of services as well as external resources that address social needs
 - Tenaciously use the tools available to you to find the best possible service(s) for the family you are serving
 - Identify, investigate, and assign services in concert with families, and create effective plans for those connections
 - Demonstrate professional and values-aligned communication when following up with families on the plans made to connect them to services at least once every 7 to 10 days until the client's case has been closed
- 3) Use experience to reflect and grow as a healthcare leader
 - Actively participate in training and supervision sessions
 - Engage in feedback with peer and staff leaders to improve personal, team, and organization performance
 - Develop skills in project management, communication, and cultural awareness through team training and dialogue
 - Acquire skills in data, people, and systems management through use of Health Leads tools and trainings
- 4) Be an ambassador for Legacy Community Health with several different constituencies
 - Understand the work of Legacy and communicate it in an accessible way to our patients
 - Have healthy communication with your clinic community; i.e. providers, medical assistants, and administrative staff
 - Be a representative for Legacy in their clinic community by being knowledgeable about and living Legacy's values

Qualifications:

- Currently enrolled in post-secondary education with an affiliated institution and/or be accepted as an AmeriCorps member
- High level of empathy and self-awareness
- Excellent problem solving skills
- Demonstrated persistence in a personal or professional environment
- Passion for Legacy's mission and working with families in underserved communities
- Strong time and self-management skills
- Proficiency in Spanish or other languages is desired but not required

Additional Requirements:

- Complete Legacy Community Health volunteer/intern clearance process (includes negative TB Test and background check)
- Provide immunizations records for Mumps, Measles, Rubella (MMR), Varicella, and Tetanus/Diphtheria/Pertussis (Tdap), or, submit a signed statement to decline vaccines. Signing declination may affect participation in the event of an outbreak during internship.
- Participate in a mandatory 3-day agency orientation and advocacy training (No Exceptions Allowed).