



Tucson Indian Center

160 North Stone Avenue • Tucson, Arizona 85701
Mailing Address: P.O. Box 2307 • Tucson, Arizona 85702
Telephone: (520) 884-7131 • Fax: (520) 884-0240
www.ticenter.org

Job Description

Job Title: Family Health Advocate & CHR II

Salary: \$18.13 - \$24.39 per hour – Non-exempt DOE

Status: Permanent, Full-Time

Hrs/WK: Forty (40)

Department: Health Services

Job Location: Tucson, Arizona

Nature of Work:

The Family Health Advocate (FHA) facilitates enrollment of individuals and families into affordable health insurance coverage such as Arizona Health Care Containment System (AHCCCS), KidsCare, and commercial health plans. The FHA provides education on the Affordable Health Care Act, and also provides enrollment assistance, case management and support for the uninsured and the underinsured as needed. The FHA collects documentation for eligibility for services and special provisions for American Indian and Alaska Natives. The FHA also links program participants and their families with community health resources to address social needs. The FHA is responsible for onboarding clients into the Tucson Indian Center's integrated system of care. The FHA reports directly to the Medical Business Office Manager. Additionally, this position completes Community Health Representative (CHR) duties as assigned, such as health promotion, health education, and outreach to the Tucson urban American Indian community.

Essential Functions:

(Essential functions as defined under the Americans with Disabilities Act may include the following tasks, knowledge, skills and other characteristics. This list of tasks is not a comprehensive listing of all functions and tasks performed by position in this class and are subject to change.)

1. Provides excellent customer service to clients, visitors, and staff in person and on the phone.

Measures of Success:

- a. Greet all clients/visitors and staff in customer-service oriented manner.
- b. Provide excellent customer service to every clients and client in person and over the telephone.
- c. Learn and continuously educated themselves about the programs and services offered at Tucson Indian Center. The FHA should know the eligibility requirements for enrollment and participation for each program and service.
- d. Utilize marketing materials to educate and refer community members to Tucson Indian Center programs, services, medical/dental home and health insurance coverage.



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- e. Answers incoming phone calls and direct calls in a customer-friendly and professional manner as necessary.
- f. Customer service concerns are addressed promptly
- g. No more than two customer service complaints quarterly.

2. Manages client pre-registration, registration and eligibility of insurance for all new clients.

Measures of Success:

- a. Onboard new clients with an introduction to the benefits of Tucson Indian Center integrated care, including establishing a health care and wellness home.
- b. Verification of insurance is performed and documented.
- c. Patient registration is accurate, complete, well documented, and timely.
- d. No more than two clients registration errors quarterly.

3. Provide education, advocacy and enrollment assistance for Medicaid, Affordable Care Act, other health plan options, SNAP, and TANF.

Measures of Success:

- a. Provide information and application assistance in a fair, accurate, and impartial manner. Provide information in a culturally and linguistically appropriate manner
- b. Uninsured clients are enrolled into AHCCCS, KidsCare or other health plan options.
- c. Serve as the primary point of contact for enrollment activities.
- d. Monitor AHCCCS enrollment status of individuals and families to ensure completion of AHCCCS application process and maintain data to ensure families renew eligibility annually.
- e. Provide assistance with enrollment for Supplemental Nutrition Assistance Plan (SNAP) and Temporary Assistance for Needy Families (TANF) programs.
- f. Complete reports in regard to all enrollment activities as requested.

4. Responsible for enrollment and compliance with the Title V Program.

Measures of Success:

- a. Patients are educated about requirements of the Title V program and the Affordable Health Care Act.
- b. Have an error rate no higher than 5% per rolling 3-month period. Errors include completed and approved AHCCCS or insurance applications, CIB or CDIB or proof of ancestry for enrollment into the Title V program, all documents collected, and accuracy of pay code selection entered into the EHR.

5. CHR activities: Key activities include health education, case finding and screening, care management and coordination, patient care and monitoring, contact tracing education, and transportation.



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6. **CHR home visit activities:** Provide home and other off-site visits to assist and educate clients with or at risk for COVID-19, and other at-risk conditions such as diabetes, immune-compromised, heart disease, homelessness, substance abuse, etc.
7. **Front Desk Back-Up:** Provides back-up coverage at the Clinic Front Desk as needed, including daily lunch coverage as needed, etc.
8. **Administrative support:** Provides administrative support to Medical Business Office Manager and Health Services Department as needed.
9. **Supports the organization as needed.**
 - a. Participates in Tucson Indian Center requirement for eight (8) hours of non-position related outreach.
 - b. Substitutes for other client registration team members including when needed.
 - c. Other work assignment as assigned by supervisor.

Required Knowledge, Skill and Ability:

1. Must have good communication skills, both written and verbal.
2. Capacity for self-motivation and ambition with minimal supervision.
3. Expert knowledge regarding eligibility requirements and enrollment process of the AHCCCS, CMDP, Title V, SNAP, and TANF.
4. Ability to uphold quality customer service to all clients/customers of Tucson Indian Center.
5. Demonstrate proficiency with computer based applications such as MS Office, Adobe, spreadsheets, email and other computer software programs.
6. Able to use medical Electronic Health Record: Nextgen.
7. Ability to complete health plan eligibility and pre-authorizations.
8. Understanding of eligibility, enrollment, and access barriers to health care issues of the Native American/Hispanic and other minority communities of Pima County.
9. Ability to work with multiple levels of supervision and differing program requirements simultaneously.
10. Knowledge of privacy and confidentiality policies and regulations.
11. Ability to communicate with co-workers and superiors in order to carry out assignments, meet goals and insure the success of the position.
12. Maintain current knowledge of public benefit programs and web based benefit application sites.
13. Stay well-informed of and communicating health related information regarding all services Tucson Indian Center has to offer.
14. Excellent customer service skills.
15. Must understand the Native American and Hispanic community and culture, as well as experience working with people from diverse ethnic groups and various backgrounds.

Required Experience and Training:



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1. High School Diploma or equivalent with five years combined experience in customer service, health care advocacy and education, clients registration, or other direct care medical experience.
2. Associate degree preferred
3. Bilingual in English/Spanish languages preferred.
4. Must be flexible in work hours to include Saturday hours.
5. Must be 25 years to drive and be insurable by Tucson Indian Center liability auto policy.
6. Must have a valid and unrestricted Arizona driver's license (within 30 days of hire if applicant is from out-of-state) with no DUI/DWI or reckless driving convictions in the last five years. No more than two at-fault accidents in the last three years. Must maintain a valid AZ driver license during employment.
7. Must pass a criminal background check with a Class I Fingerprint Clearance Card within the initial ninety (90) calendar days of employment.
8. Must pass a substance abuse testing upon employment, and submit to at random testing during the course of employment.
9. Must have an updated Immunization (IZ) Record.
10. Must submit a recent report of Tuberculosis (TB) skin test upon employment and provide a TB skin test annually.
11. Must obtain a CPR card within ninety (90) calendar days of employment and maintain a valid CPR card during employment.

Additional Requirements:

- Must possess valid Arizona Driver's License
- Must pass Driver Insurance Carrier's requirements
- Must obtain a HIPAA certification within 2 weeks of hire.
- Must obtain certifications in Cardio Pulmonary Resuscitation (CPR),
- Automated External Defibrillator (AED) and First Aid within 3 months of hire.
- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing

Working Conditions:

- Exposure to communicable disease & bloodborne pathogens, unpredictable environmental conditions, physical requirements.
- Exposure to communicable diseases such as COVID-19 or bloodborne pathogens is a risk of this position.
- Unpredictable environmental conditions range from working in a climate-controlled office/clinic setting to working in a patient's home, outside, in extreme temperatures, or in spaces with poor ventilation.
- While performing the duties of this job, the employee is regularly required to stand, walk, and drive in the Tucson Urban area.
- The employee is occasionally required to sit; balance; stoop, kneel, or crouch.



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- The employee must occasionally lift and/or move up to 30 pounds.

Supervisory Status:

Non-Supervisory; Reports to Medical Business Office Manager / Practice Manager

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

Additional consideration is also given to honorably discharged veterans and protected veterans.

- *Veterans who earned an Armed Forces Service Medal "pursuant to Executive Order 12985."*
- *Those who served on active duty in the US Military during an expedition, campaign, or war on the ground, naval, or air service.*
- *Recently separated veterans (3 years following separation from service)*

**All discharges besides dishonorable may receive protected veteran status.*

Revision No: 1

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