



Kentucky Refugee Ministries, Louisville Medical Caseworker (full-time)

The Medical Caseworker will coordinate access to medical care for KRM's refugee and immigrant clientele. Duties will include scheduling initial medical screenings for recent arrivals at local clinics, one offering adult screenings, one pediatric screenings. Other health coordination will involve appointments for urgent and specialist care, TB screenings, and vaccinations. For clients with acute conditions, the medical caseworker will assist with prescriptions and explanation of, and adherence to treatment regimens.

Most clients will have limited English proficiency and lack the experience or capacity to independently navigate the American health care system. The Medical Caseworker will coordinate client transportation to appointments—providing direct transport and bus orientation—and ensure that clients have access to needed interpreter services.

The Medical Caseworker will coordinate medical care with reference to clients' insurance, which will in most cases be Medicaid. Some resolution of insurance coverage and billing issues will also be necessary.

The Medical Caseworker will also be engaged in health education, presenting to clients in a group setting to improve their health literacy and health systems navigation capacity. The Medical Caseworker will engage in ongoing education and advocacy with local health care providers to ensure KRM's immigrant clientele equitable access and culturally- and linguistically-appropriate care.

The Medical Caseworker will work as part of a team of experienced KRM medical caseworkers and will communicate closely with agency case management and other staff to ensure that clients' medical care is provided in coordination with other resettlement services.

COVID Work Arrangements: Currently, agency-wide work arrangements are hybrid, with a minimum in-office requirement of two days-a-week; however, KRM medical caseworkers provide in-person services in the office, at medical facilities, and in the field on most days. In-person client interaction, including required medical transport, is conducted in compliance with COVID-safety protocols. Currently, a mask mandate for KRM staff and clients remains in effect. With increases in the community COVID vaccination rate and reductions in the local infection rate, the staff in-office work requirement may increase.

KRM staff are required to have proof of vaccination against COVID-19.

Essential Duties

Medical Coordination

- Liaise with Refugee Health Screening providers to schedule all KRM clients for a series of health screenings on arrival in KY, prioritizing clients with acute medical conditions

- Coordinate urgent or specialist medical care for both new and long-term clients
- Coordinate client referrals to the TB Clinic and Public Health Department, as needed
- Troubleshoot Medicaid/insurance issues with clients, providers, and insurers, including billing, coverage questions, etcetera

Health Education

- Work with clients one-on-one and in groups to help promote understanding of the U.S. healthcare system and other health literacy topics.
- Create health education materials, potentially including print, video, audio, curricula, infographics, visual aids, etc.
- Develop workshops or trainings based on common needs or challenges expressed by KRM clients

Client Support

- Drive clients to medical appointments and check them in
- Accompany clients to emergency or specialist case as needed
- Assist case management team to support client's overall health and resettlement goals
- Ensure compliance with documentation requirements including case notes, forms, reports, etcetera

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky.

In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for U.S. citizenship. KRM's immigration legal services offices include six full-time immigration attorneys, who provide services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Required Skills and Tasks

- Education and/or experience in healthcare or public health. This position is not clinical in nature and will not offer direct medical care to clients; health

administration, community health or health education specialists are encouraged to apply.

- Strong organizational skills are necessary for scheduling, case-noting, reporting, and documentation purposes
- Ability to work with clients and staff of diverse nationalities, religions, languages, and cultures
- ***Fluency in Spanish, while not required, would be helpful in assisting KRM's sizable Spanish-speaking clientele***
- Strong communication skills in English (written and verbal)
- Excellent interpersonal skills and ability to communicate clearly and effectively with teams
- Commitment to diversity and social justice
- Ability to drive clients (in agency vehicles)
- Ability to work a day-time shift, accommodating some client medical appointments as early as 7:00 a.m.

Compensation and Benefits

- Non-exempt position, 40 hours per week, with a pay rate range of \$20.00 to \$21.00 per hour
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; employee assistance program (EAP)

To Apply

Interested applicants should reply with a résumé and cover letter by Friday, November 18th, to—

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: jkoehlinger@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.