



## HealthCare Access

MARYLAND

### Job Description

**Job title:** Maternal and Child Engagement Specialist (M-CES)  
**Reports to:** Deputy Director of MCH Centralized Intake  
**Classification:** Non-Exempt  
**Department:** Care Coordination Program

#### **JOB PURPOSE**

The Care Coordination Program (CCP) is an outreach and short-term care coordination program within HealthCare Access Maryland.

The M-CES will use creative, trauma-informed strategies to connect vulnerable, pregnant and postpartum teen families to needed services/ resources to improve educational, health and social outcomes.

#### **ESSENTIAL DUTIES**

- Assessment, triage and referral of pregnant and parenting teens to Baltimore City Home Visiting Programs, and Community Group-Based Programs (Circle of Security, Parent Cafes, Prenatal Mom's Club, etc)
- Work collaboratively with multiple agencies such as; schools, emergency departments, clinics, detention facilities, social service organizations, etc. to assure that teens/young adults are connected to prenatal, postpartum, sexual health or infant services.
- Provide linkage and coordination to OB, MCO, pediatric or primary care, dental care, specialty care, as well as linkage to the Maryland Medical Care Programs as needed.
- Provide education about Safe Sleep practices and infant safety.
- Complete face-to-face outreach to teen clients in community settings or client homes as needed
- Use all resources to attempt client location, such as client's emergency contacts, identified PCP site, MCO Special Needs Coordinators or other agencies to determine possible contact information for clients.
- Provide additional outreach attempts based on newly identified demographic information following provider and agency investigative efforts. These outreach attempts include additional home addresses and places identified where client may stay, outreach at OB or Pediatric Provider appointments, shelters, etc.
- Aid with the removal of barriers to accessing healthcare through referral to Medical Assistance Transportation and other support services.
- Documentation of all outreach activities according to standard operating procedures in agency database

- Completion of Monthly reports as directed.

## **QUALIFICATIONS**

### **Education, Experience, Certifications and Licensures**

- Bachelor's Degree in a related area preferred.
- Demonstrated knowledge in the following areas: Community Outreach and System Navigation
- Experience working with a teen/young adult population in Baltimore City

### **Knowledge, Skills & Abilities**

- Good organizational skills
- Well-developed interpersonal & communication skills
- Computer literate Microsoft Office
- Work is performed in a variety of community settings, (e.g. office, schools, public agencies), or the client's home where illness, disease or stressful situations may be encountered. Work in this class requires a valid driver's license, and/or extensive physical exertion via walking, standing and/or climbing stairs.

### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear and respond to customers and employees. The employee frequently is required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to walk and sit. The employee must be able to ambulate 3 blocks or more and sit for extended periods of time. The employee must regularly lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## **SAFETY & HEALTH RESPONSIBILITIES**

HCAM is committed to providing and maintaining a safe, secure and healthy work environment for all employees, clients served, volunteers and visitors. As part of this commitment, HCAM has developed safety, security and occupational health policies, practices, and standards.

With this understanding, all employees are required to: Adhere to all local, state and federal safety and environmental codes, ordinances, standards and laws; adhere to all HCAM and local safety plans, policies, practices and standards; be aware of and follow all safety rules of your work site; report any unsafe conditions or accidents to your supervisor; practice standard precautions (formerly universal precautions) at all times, and; participate in mandatory or available safety training.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is exposed to both indoor and outdoor conditions. The employee will be subject to noise

**EMPLOYEE ACKNOWLEDGMENT**

Employee Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_