



Community Resource Specialist Job Description

MedWish Medworks (MW2) is a humanitarian nonprofit organization dedicated to advancing health equity and environmental sustainability. We achieve this by providing essential care, redistributing surplus medical supplies, and connecting medically underserved communities with vital resources, in Northeast Ohio and around the world. MedWish Medworks was formerly MedWish International and Medworks. We merged in September 2024 and together, we can make an even bigger impact through our work. Visit www.medwish.org to learn more.

Position Overview:

Reporting to the Chief Executive Officer (CEO), the Community Resource Specialist (CRS) plays a key role in connecting MW2 with the community, connecting individuals with social safety net and community resource opportunities, providing Medicaid and health insurance support, promoting clinics, and ensuring patients have access to follow-up care and primary care homes. To do this, the Community Resource Specialist will be present and active in our community, mainly Cuyahoga County, at events and partner locations, work with soon to be released inmates of the Cuyahoga County Justice Center, and build partnerships with local community organizations.

RESPONSIBILITIES: (The following are not designed to contain or be interpreted as an exhaustive list of all duties, or responsibilities required of the employee assigned to this job. Management retains the discretion to add to or change the duties of this position at any time.)

- **Community Outreach and Engagement:** Actively represent the organization throughout Cuyahoga County (and on occasion at more distant locations) at community events, resource fairs, and partner locations to inform individuals about clinics, safety net resources, support with Medicaid and health insurance, pass out hygiene supplies, and answer questions about community resources. Build strong, trusting relationships with community partners and individuals.
- **Service Connection:** Assist individuals in connecting with a variety of community resources, including enrollment in safety net programs like Medicaid, Prevent Blindness Ohio, Access Plan, and more. This will take place both virtually and in person. Assist individuals in navigating complex systems to access needed services, offering support throughout the application process for safety net programs and other services. Access Plan, a local partnership support service, will be fully administered by the Community Resource Specialist.
- **Local Clinic Support:** Support local MedWish Medworks clinics through community vendor recruitment and coordination, coordination and oversight of food distribution through the partnership with the Greater Cleveland Foodbank, on-site support to patients wishing to enroll in support services or with healthcare navigation, and follow up calls to patients to answer questions and help them get access to available resources.
- **Presentations and Educational Outreach:** Develop and deliver engaging presentations to community members, educating them about upcoming clinics, available resources, and how to



access support. Tailor presentations to meet the needs of specific audiences and provide one on one information sessions as requested.

- **Relationship Building:** Establish and maintain partnerships with local agencies, community groups, healthcare providers, and other stakeholders to enhance the organization's presence and create a network of support for the individuals we serve. Engage and coordinate these partners to participate in the vendor fairs of MW2 clinics.
- **Re-Entry Support:** Spend 10-12 hours per week (3-4 half days) onsite at the Cuyahoga County Justice Center meeting with soon to be released inmates and at several community organizations providing re-entry services for those who are experiencing incarceration.
- **Documentation and Reporting:** Accurately track and document all interactions, referrals, and relationships in a timely manner using designated databases and tools, insuring appropriate HIPAA and PHI standards are followed. Maintain records of community events, outreach efforts, and follow-up activities. Provide regular reports on progress, outreach efforts, and community needs.
- **Collaboration and Networking:** Work closely with team members and external partners to identify community needs, share resources, and develop collaborative solutions. Attend regular meetings to discuss challenges and share feedback on outreach strategies. Chair the Northeast Ohio Outreach & Enrollment Council. Plan quarterly meetings to foster continued resource and community networking amongst partners and those serving the community.
- **Cultural Competency:** Demonstrate sensitivity to cultural, social, and economic factors in interactions with diverse community members. Tailor communication and support strategies to meet the specific needs of various populations.

Other Responsibilities

- Conduct facility tours and presentations.
- Assist with facility maintenance and cleaning needs as requested.
- Exhibit conduct that reflects MedWish Medworks' core values.
- Assist with mission critical projects such as events, clinics, clerical projects, and the annual inventory audit.
- Conduct the monthly Safety Audit at least once per year.
- Assist with donation drop offs.
- Follow MedWish Medworks' health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.

Qualifications:

- Must embrace the mission of MedWish Medworks.
- 2+ years relevant work experience required.
- Bachelor's degree preferred.
- Knowledge of health insurance, healthcare systems, social safety net services, and financial assistance programs and resources is preferred.
- Ability to manage time and work under pressure both independently and in a team setting.
- Ability to be organized, detail oriented, and dependable.
- Proficiency with Microsoft Office (Word, Excel, and PowerPoint), Google Apps, and the ability to use the MW2 Salesforce database once trained.



- Ability to use good judgment, active listening, empathy and culturally-appropriate-communications to navigate complex situations and build trusting relationships with clients and partners.
- Ability to handle confidential materials with professionalism and discretion.
- Clear and effective verbal and written communication skills.
- Willingness and ability to attend and assist with MW2 clinics and events, which may include lifting, sorting, and adapting to evolving team needs. MW2 clinics and events are held on Saturdays and/or evenings 6-8 times per year but this may increase and vary.
- Valid driver's license with safe driving record, access to a car, and ability to drive independently primarily throughout Cuyahoga County and occasionally to other locations in Northeast Ohio.
- Bilingual/Spanish-speaking is a plus.
- Commitment to / passion for serving under-resourced and underserved individuals, families, and communities. Willingness and ability to engage effectively with currently or recently incarcerated populations in person and/or via telephone or videoconferencing.
- Willing to travel and perform weekend work on a limited basis
- Ability to succeed in a fast-paced, non-traditional work environment.
- Ability to lift 25 pounds.
- Ability to pass background check and drug testing.

JOB TYPE: Hourly, Non-Exempt

SCHEDULE: Full-Time | 36 hours per week between Tuesday-Friday 8am-5pm | Schedule may be adjusted for evening and weekend commitments.

To apply, please send your resume and cover letter to kfoster@medwish.org in addition to completing MW2's [online employment application](#).