



409 Ayers Street
Memphis, TN 38105
901.467.0122

RECUPERATIVE CARE GUEST ADVOCATE

HOURS: Full-time, 40 hours per week, Flexible to meet program goals. Will include some evenings and weekends

SALARY: \$45,000 + benefits

SUPERVISOR: Recuperative Care Guest Advocate

JOB SUMMARY: The Recuperative Care Guest Advocate works as a member of a multi-disciplinary team providing intensive case management and care coordination for medically vulnerable adults facing homelessness upon discharge from the hospital. The team is focused on working with partner hospitals and referring agencies to provide for the acute and ongoing medical respite for patients, providing short-term supportive housing, crisis management, referral to appropriate substance abuse treatment, physical health support, and mental health treatment referral, access to benefits and entitlements, appropriate support to secure safe, affordable, permanent housing, as part of a comprehensive approach to ending homelessness and achieving self-sufficiency.

DUTIES AND RESPONSIBILITIES:

- Perform daily and other times as needed welfare checks and charting on guests in the Recuperative Care Center.
- Participate in the day to day operations of the Recuperative Care Center.
- Review hospital charts and medical records and obtain releases from patients to gather collateral information.
- Create guest charts and update electronic medical files in a timely manner with guests interactions, appointments and encounters.
- Coordinate services available to guests in Recuperative Care.
- Follow Policies and Procedures of Recuperative Care Center.
- Respond to emergency medical situations as needed, complete pre-hospital care reports and incident reports when necessary.
- Secure transportation for guests to and from program related appointments, interviews, and hospitals/clinics.
- Adhere to all state and federal privacy regulations, including HIPAA regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners and outside providers patient confidentiality agreements. This includes immediately reporting any

- breach of protected health information or personal identification information.
- Attend all mandatory training in a timely manner.

DESCRIPTION OF OTHER DUTIES:

- Screen patient referrals at hospitals and other medical referral sources upon identification of appropriate guests for Recuperative Care.
- Work with Recuperative Care Director to encourage guests to coordinate their health care with their primary care provider.
- Develop, implement and maintain a case plan as needed for guests upon admission to the program.
- Assist guests in seeking opportunities for further treatment, care and services within the community.
- Attend weekly staff meeting and provide current information regarding guest participation in program and other activities.
- Work with Recuperative Care Director to ensure quality care for guests in Recuperative Care including helping to identify psychological, social and medical needs.
- Participate in compliance, quality assurance and quality improvement activities as directed.
- Perform other duties as assigned.

PHYSICAL REQUIREMENTS:

- The requirements described here are representative of what must be done to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job function.
- Regularly required to sit, walk, stand, bend, and stoop to access information and materials in file cabinets shelves and closets
- Normal range of hearing and vision is required in this position with or without correction
- Must be able to work with background distractions
- Frequently requires use of equipment such as telephone, copiers, computers and fax machine
- Ability walk up stairs

PERSONAL CHARACTERISTICS:

- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of guests, other care providers, family and community members

- Ability to work collaboratively as a member of a team
- Ability to work as an effective advocate for guests
- Organized and detail oriented
- Ability to function under pressure
- Ability to be flexible, open and responsive to crisis management

QUALIFICATIONS:

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Excellent computer skills are required; Google Workspace (Drive, Docs, Sheets), and use of electronic database software
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelor's required; Master's preferred
- Minimum 5 years of experience with at risk members of the population
- Minimum 3 years of experience with social work/case management

This job description is not meant to be a complete listing of professional duties or responsibilities.

The Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

My signature below indicates that I have read and understand what is required of my position.

Employee Acknowledgment of Receipt Date

Immediate Supervisor Date

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