

Job Title: Member Ambassador

Location: Diocese of Crookston, MN

Job Type: Part-time

Reports to: Director of Care Management

Summary: The Member Ambassador role is a distinctive, mission-driven position dedicated to providing essential healthcare support for the clergy of our Diocese. This role focuses on helping clergy navigate the healthcare system by coordinating schedules and services, supporting disease and chronic care management, offering essential benefit support and ensuring that each clergy member has seamless access to the resources and services they need. The Member Ambassador will take a compassionate, proactive approach to caring for all aspects of our clergy's health and well-being. This role does not include hands-on clinical care or heavy lifting.

Responsibilities:

- Educate Members about preventive care and wellness initiatives through outreach efforts.
- Provide educational materials and resources to help Members understand and access healthcare services.
- Schedule and coordinate a range of healthcare appointments, including medical, dental, and specialist visits.
- Assist Members in setting up and using remote monitoring devices (e.g., glucometers, blood pressure cuffs, medical alert systems).
- Manage the delivery of device supplies and other essential health-related resources.
- Assess home safety and organize home modifications or meal services as needed.
- Identify and coordinate community support services, such as transportation and home care, for Members.
- Help Members navigate benefit coordination and collaborate with healthcare plan design vendors.
- Develop and implement outreach campaigns to inform Members about available benefits and services.
- Participate in client meetings to provide information on services and address any unmet needs.
- Follow up with Members after hospital discharge and conduct on-site hospital visits for those who choose to participate.
- Work with company pharmacists and social workers to offer additional support to Members.
- Maintain confidentiality and comply with PHI and HIPAA guidelines.
- Interact professionally and respectfully with Members and colleagues.
- Travel to Member locations and events as needed.
- Perform additional duties assigned by the Director of Care Management.

Requirements:

- Minimum of 3 years of experience, preferably in healthcare coordination or a support role.
- Excellent communication and interpersonal skills, with a strong ability to listen and provide emotional support.
- Strong organizational skills, attention to detail, and the ability to effectively manage schedules and maintain accurate records.
- Humble, personable demeanor with a genuine desire to assist and support others.
- Ability to work independently as well as collaboratively with healthcare providers.
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint).
- This position is suitable for someone who has experience in a medical office environment with a passion for coordinating and managing schedules and navigating the healthcare complexities for members.
- For interested LPN or LVN's this job does not require direct clinical patient care, so an inactive license is acceptable. This position would fit a nurse ready to move away from bedside care.
- For interested CNA or MA's, an inactive certification is acceptable.

Compensation and Benefits:

- Hourly wage will be commensurate with experience and qualifications for the position with range between \$22.00-\$28.00.
- Part-time employees will accrue sick leave.

Availability:

- This position is available immediately.
- If you are compassionate, detail-oriented, and enthusiastic about supporting clergy members in their healthcare needs. Please submit your resume and a cover letter outlining your qualifications and interest in the position to **vsheaffer@metacareusa.com**

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