

**MAINE MOBILE HEALTH PROGRAM**  
**Position Specifications**  
**Essential Functions and Applicant Requirements**

**Position Title:** LOGISTICS ASSISTANT

**Pay Designation:** Hourly (Non Exempt)

**Reports to:** Program Manager

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**Position Summary:** Program position that supports MMHP's infrastructure (i.e., fleet vehicles, mobile units, supplies, etc.) for effective and compliant service delivery on behalf of MMHP's patients. The Logistics Assistant (LA) works collaboratively with program and clinical staff to facilitate MMHP programming on a statewide basis (including mobile clinics, vaccination events, COVID-19 testing, etc.). The Logistics Assistant will additionally provide patient care through the role of a Community Health Worker on a regional basis.

**Duties and Responsibilities:**

**Logistics Coordination:**

1. Serve as a support role for MMHP's fleet of vehicles and mobile medical units, communicating with MMHP's staff, consultants and vendors as assigned. Provides support in transferring vehicles from one region to another as appropriate for programming.
2. Cleans and stocks mobile clinics for the season and maintains stocking and inventory of mobile units when they are in the harvest area.
3. Facilitates programming for patients such as vaccine distribution or COVID-19 testing by packing, transporting, and setting up supplies for events across the state.
4. Complies with all regulations for storage and handling of medical equipment including vaccines, maintenance of cold chains, specimen handling and transport, biohazard disposal, etc.
5. Completes all documentation related to services provided as assigned.
6. Drive the Mobile Medical Unit as assigned

**Community Health Worker Responsibilities:**

1. Bridge the gap between communities and health and social service systems.
  - a. Conduct outreach and establish and maintain relationships with current and potential patient's family members. Assess needs and identify appropriate resources and referrals.
  - b. Provide care coordination services on behalf of patients and their families, assisting with referrals and appointment coordination, interpretation, transportation, prescription assistance, and eligibility for insurance or public benefits.

- c. Work interdependently with providers, clinical support staff, Behavioral Health Team, other CHWs and administrative staff to ensure that clients have access to mobile medical unit (MMU), external medical and social services.
2. Promote wellness by providing culturally and linguistically appropriate health information to clients and providers.
  - a. Communicate with clients, staff, and partners in a respectful, culturally appropriate manner.
  - b. Provide intake, interpretation, or Provider Assistant services for MMU clinics as assigned.
3. Assist in navigating the health and human services systems.
  - a. Provide referrals/vouchers to MMU, contracted medical providers, or other agencies with necessary resources including any necessary supportive or follow-up services.
  - b. Empower clients to identify resources and solve problems independently, operating from a strength-based approach to service delivery. Tailor-fit care coordination activities to both the needs and the resources of each client.
4. Advocate for individual and community needs
  - a. Establish partnerships and collaborate with social service agencies or allies in the area that can provide services or support.
  - b. Maintain mapping of patient housing locations, health issues/problems of local area and other needs that impact program planning and development.
5. Provide direct services.
  - a. Conduct basic health education presentations, assist with screening clinics and other appropriate activities.
  - b. Disseminate information regarding local and statewide resources (public and private) available to clients.
6. Build individual and community capacity.
  - a. Establish and maintain relationships with clients and their family members.
  - b. Establish contact and maintain working relationships with employers, and leaseholders, and community partners.

**Other Responsibilities:**

1. Complete necessary documentation.
2. Supervise other CHWs on the team by assigning care coordination activities or referring patients for health education or individual capacity-building to navigate barriers to care.
3. Perform tasks as required by the supervisor and senior staff to promote proper utilization of time and staff.
4. Participate in MMHP trainings, retreats, and meetings as required.
5. Adhere to infection control/safety guidelines, and confidentiality policies.
6. Assist in the development of policies and procedures to improve health care delivery, cultural and linguistic appropriateness, and program effectiveness.
7. Perform other related duties as assigned.

**Availability Requirements:**

Daytime, and some evening and weekend hours. Ability to provide services in varied, statewide geography.

**Essential Requirements:**

- Computer systems including Microsoft Office software including at a minimum, comfort and expertise in Excel and Word.
- Ability to work with Electronic Medical Records with training
- Ability to accurately understand and assess patient eligibility for private and public benefits with training.
- Ability to read, interpret and apply policies and procedures.
- Ability to communicate clearly and effectively.
- Accuracy and attention to detail
- Ability to work independently and set priorities.
- Ability to interact with staff, volunteers, and patients with respect and cultural humility.

**Licenses:** Current driver's license, with good driving record for the past 3 years, or period of licensure, whichever is shorter. Reliable transportation and insurance required.

**Education:** High school education or G.E.D. Completion of a CHW core-competency training preferred.

**Equipment Usage Requirements:**

1. Computer, Cellular Phone, Fax, Scanner
2. Automobiles and mobile medical units
3. Blood pressure equipment
4. Height and weight measuring equipment.

**Skills/Abilities:** Possesses a strong understanding of the community to be served either because of prior work, relationship in/to the community and/or other life experience. Excellent oral communication skills. Ability to establish positive, supportive, and trusting relationships with and among patient and colleague and to work collaboratively and effectively within a team. Ability to develop, adapt, and execute plans. Ability to organize, collect and document written information, and prioritize work. Ability to read, understand and follow oral and written instructions in English and the target language of the population served. Identify and apply appropriate role definition and skilled boundaries. Ability to be flexible, work independently, and empathize with clients. Ability to work within the cultural context of the community being served. Ability to speak Spanish or Creole is highly preferred. Prior experience with health education, farm work, and outreach helpful.

**General/Field Work Environment and Physical Demands:**

1. Climb, stand, and walk.
2. Lifting not to exceed 50 pounds with good body mechanics.
3. Push/pull weight short distances.

4. Moderate twisting, frequent bending, infrequent squatting.
5. Endurance-moderated energy requirements (5-7 meters).
6. Gross dexterity with infrequent fine motor movement.
7. Both handedness required for 40-60% of the job cycle.
8. Frequent pinching, infrequent hand/wrist repetitions.
9. Requires 20/40 corrected vision.
10. Requires hearing or corrected hearing whispered at 3 feet (FAA Class III) and frequent, clear speaking ability.
11. Possible moderate exposure to infection

**Additional Environmental Demands:**

1. Steady exposure to voices and routine noises and occasionally loud sounds
2. Slight likelihood of minor injury
3. Slight likelihood of exposure to toxic condition.
4. Likelihood of working with others is great; association is frequent and comprises a major portion of the job.
5. Likelihood of working with people from a variety of cultures and speaking languages other than English is great.
6. Work is often in community setting: farms, labor sites/camps, emergency rooms, clinics, etc.
7. Lack of control over pace of work is moderate, with periods of assignment-based pace.
8. Role ambiguity is slight, rarely is it not clear what others expect of the worker.
9. Irregular work hours, depending on season, needs, and availability.

**Cognitive and Emotional Demands:**

1. Problem solving along with frequent times when situation assessment and corrective action is needed.
2. Read and comprehend greater than a grade 6 level of instruction and have basic math skills.
3. Remain calm and exercise self-control in working relationships with patients and staff.
4. Skills to cope with stresses associated with illness, disability, crisis and at times death as work occurs directly and on a regular basis with persons who are or may become ill or disabled.

NOTE: This position summary and job description is a general overview of the primary responsibilities which is subject to review and revision at any time.

I have read and understand the above Position Description:

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Employee Signature

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Date

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Witness Signature

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Date