

HEALTH ADVOCATE

The Health Advocate provides a vital role of coming alongside refugees and other immigrants as they face complex medical scenarios. Health Advocates help immigrants navigate the medical system, provide transportation to appointments and model informed healthcare decisions and steps toward healing. They also assist in understanding insurance coverage, payment and access to resources.

Reports to: Departmental Case Manager introduced at match

Time Commitment: 6+ months duration, 2-4 hrs/week with availability for scheduled medical appointments.

Duties and Responsibilities

- Help schedule and transport client to medical appointments
- Assist patient in understanding schedule of medication usage and tips for administration
- Help patient access medical information about their care
- Communicate with World Relief staff about concerns or needs observed
- Respectfully advocate on behalf of the patient

Skills and Qualifications

- Support of World Relief mission and values
- Sensitivity and openness to persons of culturally diverse backgrounds
- High degree of patience, understanding, organization, and flexibility
- Prior experience in a medical profession is preferred, though not essential
- Weekday availability and flexible schedule preferred
- Must pass a background and driving check through Sterling Volunteers (\$35 cost), carry personal liability auto insurance and have a current driver's license

Initial Training required of all World Relief Volunteers

- Complete Volunteer Application on the World Relief Volunteer Portal <https://worldrelief.powerappsportals.com/?wroffice=spokane>
- Complete US Programs New Volunteer Orientation (link on the Volunteer Portal)
- Attend Local Volunteer Orientation (1.5 hours)

Additional Role Specific Training

Complete the following online courses on *The Workshop* within the first month of service: <https://worldrelief.thinkific.com/pages/world-relief-spokane>

- *Health Advocates* (duration 1 hour)
- *Navigating Friendships* (duration 1 hour)

*NOTE: Use coupon code: **wrspokane** to waive the fees associated with the courses