

# Service Opportunity Data Sheet

## Mennonite Voluntary Service



Jubilee North – Rochester NY

---

**Position Title:** Community Outreach Worker and Quality Coordinator

**Organization/Agency Name:** Jefferson Family Medicine

924 Jefferson Ave  
Rochester NY 14611  
Tel 585-463-3870  
Fax 585-463-3873  
[missionsmark@gmail.com](mailto:missionsmark@gmail.com)

---

### The Agency

Jefferson Family Medicine (JFM) is a privately owned free-standing clinic in an underserved urban community in the Southwest sector of Rochester, NY. For almost 20 years the clinic has provided care for many families and individuals without insurance or on Medicaid. Due to the high levels of unemployment and family disruption the medical, social and spiritual needs in this predominantly African American community are extremely high. In order to provide the highest quality care possible in this setting JFM is in the process of applying for certification as a Medical Home from the National Committee for Quality Assurance (NCQA).

---

### The Job

The Community Outreach Worker and Quality Coordinator will be charged with the following responsibilities:

- Helping remove barriers for access to care for the patients of JFM including but not limited to transportation, insurance, education and disabilities
- Improving communication with between the clinic and patients regarding their medical care through phone calls, home visits and mailings
- Canvassing the community for people without a medical home and facilitating their enrollment as patients
- Coordinating the processes and quality measures necessary for approval and maintenance by NCQA as a Medical Home
- Conducting reviews of the electronic medical record (EMR), and patient satisfaction surveys
- Visiting community organizations, churches and businesses to assess medical needs and to the extent possible provide training and instruction in health related matters and the services available
- Working with the staff and providers to promote the coordination of care of patients and their successful utilization of medical and other services in the community

---

## The Qualifications

- a Bachelors degree with a high level of commitment to community outreach
- must enjoy working with people in a variety of settings
- high levels of initiative assisting clients in traversing the medical and social services systems
- comfortable working with a variety of software programs
- skills and/or experience working in processing information and organizing systems

For more details on the Rochester MVS unit, contact Roger Kurtz at 585-831-6724.

To apply for this or other MVS positions, go to <http://service.mennonitemission.net> and choose "Mennonite Voluntary Service."