



Job Title: COMMUNITY HEALTH COORDINATOR

Department(s): Community Health Community Health

Position Summary: Under direction of the Director of Community Health & Fund Development, lead, promote and improve community health programs that serve patients and community members. Lead program teams that include Community Health Educators and other NHS staff, supervise staff. Lead Community Health program or project including compiling data and managing schedule for events and staffing.

Supervision Received: Director of Community Health & Fund Development

Supervision Exercised: Community Health Educators, Health Mentors, Volunteers/Interns

Hours/Week 40 Full-Time Part-Time Exempt Non-Exempt

FLSA Definition:

ESSENTIAL FUNCTIONS:

Management and inter-departmental collaboration

- Provide day-to-day program supervision and support to ensure staff meets standards for the delivery of services, time management, professionalism, and productivity.
- Program leadership: Manage schedule for staffing to ensure we are meeting our obligations. Work with the Director of Community Health to staff programs effectively.
- Supervise community health staff, ensure staff understand their expectations and goals, provide support for staff to work to the top of their role. Implement programs to support goals and drive in-clinic patient visits.
- Deploy Community Health programming, communicating, and marketing in a way that generates incremental patient in-clinic visits from community participants. Provide high-quality services to patients and model for staff.
- Lead Community Health staff and direct reports in achieving key program indicators and metrics and in recording data to demonstrate achievements, for dashboard or other internal and external reporting tools. Manage staff and schedules staffing to ensure NHS meets obligations.
- Represent NHS to NHS staff, patients and clients, funders, and other constituents in a professional manner.

Program development, delivery, and evaluation- Youth Programs

- Lead youth programs (Health Navigators, Youth programs in schools and community sites, youth leadership teams) to support engaging patients and neighbors in NHS treatment.
- Lead planning and training activities to promote comprehensive and integrated community health

programming. Work collaboratively with Medical Director, Clinical Operations Director, Community Health Director, and clinical staff.

- Link students and families to primary care at NHS and to health insurance, through connections with Patient Access Coordinators.
- Ensure implementation of goals, objectives and activities for multiple complex work plans and abide by protocols, as outlined in grant requirements.
- Coordinate with NHS staff to implement culturally relevant outreach/in-reach and education activities. Meet best practices for working with vulnerable youth, train staff to that level.
- Manage, track and report service delivery and outcomes to the Director of Community Health. Ensure that program documentation is maintained in accordance with agency standards.
- Oversee development and delivery of group educational presentations and materials for community health programs; ensure dissemination of presentations and materials to key partner agencies throughout the NHS network.

Outreach and Partnerships

- Manage relationships with community organizations, task forces and coalitions to expand current community health programs and access to care.
- Participate in community outreach, including health education events and presentations, health education counseling, and referrals, with regularly scheduled availability.

CORE REQUIREMENTS:

- Work collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes, and morale.
- Interact in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to socio-economics, race and ethnicity, nationality, and religion, both in-clinic and in the community.
- Attend, lead, and actively participate in staff and departmental meetings. Maintain excellent and punctual attendance. Attend and work at agency functions and meetings as relevant or required.
- Use computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions.
- Maintain any required licensure/certification. Abide by corporate compliance program, HIPAA regulations and other agency policies and procedures.
- Speak, understand, read and write English sufficiently to carry out all essential duties.
- Travel to multiple clinics and community sites in a timely manner. Work flexible hours, including some evenings or weekends.
- Immediately report problems or unusual occurrences to Director of Community Health.
- Perform other duties as assigned.

QUALIFICATIONS:***Required***

- At least two years' clinic-based experience in community health program delivery or bachelor's degree and one year
- High school degree or equivalent
- Health education counseling experience, both individual and group
- Strong public speaking skills, including small group facilitation and larger presentations
- Project management experience, including reports, problem-solving and record-keeping
- Commitment to high quality of customer service
- Attention to detail and reliability

Preferred

- Familiarity with North and Northeast Minneapolis communities and Anoka County.
- Bilingual in a language used by core patient populations, including Spanish, Somali, Hmong, etc.
- Experience supervising staff who work off site and in clinical settings.

ATTACHMENTS:

- Physical and Mental Requirements
- Work Environment