

211info Position Summary

TITLE Maternal and Child Health Coordinator	REPORTS TO Director of Partnerships
STATUS X Exempt Non-Exempt	HOURS PER WEEK: 40

MISSION: Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

CORE FUNCTION: Provide maternal and child health content expertise for 211info and the 211info Family help lines to improve outcomes for women, children and families. Assist women, children and families to facilitate connections with health and social service programs. Answer phone calls, texts and emails when information, education and referrals are needed for topics including reproductive health, preconception, pregnancy and perinatal concerns; women, children and family health; and infant, child and adolescent development, behavior and learning. Make referrals and connections to services and follow up with clients to ensure that their needs were met. Work closely with MCH team members and serve as a 211info MCH representative on various local and regional committees and councils.

CORE ACCOUNTABILITIES: Percentage of time devoted to each activity may change depending on factors such as the number of people working on a project.

50%	Work directly with clients via telephone: Answer and return phone calls, texts and emails from all 211info clients. Also work with clients who need information, referrals, advice or advocacy related to reproductive health, preconception, pregnancy and perinatal concerns; women and children and family health and well-being; infant, child and adolescent development behavior and learning; immunizations; social determinants of health, etc. Refer clients to maternal and child health services such as Oregon MothersCare, home visiting, CCare and family planning, immunization resources, WIC and other nutritional resources, parenting classes and supports for basic needs and others as needed. Listen, assess and respond to the needs of customers from all ethnic and socio-economic backgrounds.
25%	Training, collaboration and partnership: Work collaboratively with other MCH team members to ensure that MCH information is integrated into 211info operations. Train 211info staff about MCH-related topics. Assist in meeting deadlines for reports on customer data, referrals, trends and unmet needs. Partner with Oregon's MCH, WIC Adolescent, Genetic and Reproductive Health and Immunization Section and others. Represent 211info on local, regional and state committees and coalitions as assigned.
25%	Maintain MCH records in database: Ensure that MCH-related information in the database is accurate, helpful and detailed. Develop innovative database improvements.

CORE COMPETENCIES:

Forward Thinking: Anticipate opportunities, explore options and engage in creative problem-solving to prepare 211info for expansion into new markets.

Critical Thinking: Collect and evaluate client and referral data to identify improvements in service delivery and expansion. Sales and service mentality. Focus on technology and data aggregation.

Planning and Organizing: Organize work effectively to reflect 211info's priorities and ensure timely execution.

Flexibility: React and adjust positively to change.

Cultural Competency: Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.

Promote Shared Values: Build internal support for 211info values and represent the agency positively in public.

Teamwork: Work collaboratively to improve teambuilding and internal communications.

QUALIFICATIONS:

Bachelor's degree in public health, nursing, social work or related field preferred.

Strong knowledge of public health and maternal and child health principles and evidence-informed practices.

One to three years of experience working in maternal and child health, early childhood education, family health or related field.

One to three years of experience providing information and referral to community and health programs.

Strong customer service delivery.
Analytical skills to identify practical solutions to barriers and service gaps that prevent individuals and families from receiving the assistance they need.
Ability to meet deadlines in a fast-paced and team-driven environment. Handle multiple projects simultaneously, take initiative, and work independently and collaboratively.
Ability to interact successfully with diverse constituencies and colleagues.
Strong written and verbal communication skills, with experience in public speaking.
Ability to use standard business application software programs.
Bilingual preferred.

AGREEMENT: Upon acceptance of employment, employee and supervisor's signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee.

Employee (print name):

Employee signature:

Date:

Supervisor:

Date:

EQUAL EMPLOYMENT: 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.