

211info Position Summary

TITLE Community Engagement Coordinator— Linn, Benton and Lincoln counties	REPORTS TO Community Engagement Manager
STATUS Exempt X Non-Exempt	HOURS PER WEEK: 20-32

MISSION: 211info empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

CORE FUNCTION: Build relationships with nonprofits, government agencies and other organizations in Linn, Benton and Lincoln counties. Represent 211info at meetings and conduct presentations. Engage consumers and communities to improve health and human service systems.

CORE ACCOUNTABILITIES:	
30%	Presentations: Attend meetings and deliver presentations to inform partners and clients about available community services and how 211info adds value to local service systems. Build relationships with stakeholders. Coordinate ongoing outreach and training to service providers and stakeholders in service area.
20%	Stakeholder development: Identify and cultivate new stakeholders; create and implement strategies to initiate contacts and build relationships. Provide advocacy to coordinate, align, and improve health and social service systems. Communicate with stakeholders in region to ensure consumer satisfaction.
30%	Consumer and community engagement: Provide one to one navigation on 211info platforms with consumers, and community users (health navigators, social workers, school counselors), in high visibility areas (libraries, schools, clinics, community centers). Support consumer and community engagement in advocacy that improves health and social service systems equity, efficiency and efficacy. Provide agency and community feedback to 211info and partners to improve services.
15%	Collect and update resource information: Communicate with Resource Team to ensure that database is current, accurate and complete.
5%	Other duties as assigned.

CORE COMPETENCIES:

Forward Thinking: Anticipate opportunities, explore options and engage in creative problem-solving to expand service opportunities. Position 211info as an innovative market leader in its information & referral, specialty programs and data capabilities.

Self Managing: Accountable for time and activity management. Ensures transparency of workflow. Engages with 211info staff and management as a team member. Acts as a trusted agent of the agency in local communities.

Critical Thinking: Identify improvements and efficiencies in service delivery and expansion. Applies concepts of systems improvement and tools for promoting equity in service design and delivery. Uses data to inform decision making process.

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

Flexibility: Model healthy adaptive behaviors in a changeable environment.

Cultural Competency: Work respectfully and effectively with diverse staff and partners.

Technology Competency: Effective navigation on and system knowledge of 211info technology platforms.

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

Results Orientation: Achieve high levels of personal and organizational performance.

Communication: Effectively convey information through listening, writing, public speaking and group facilitation.

QUALIFICATIONS:

Commitment to 211info's mission, vision, values, culture and history.

Strong network of contacts with health and human service providers in Linn, Benton and Lincoln counties.

Commitment to equity. Ability to interact respectfully and effectively with diverse clients and stakeholders.

Ability to navigate 211info technology platforms.
Excellent public speaking skills, including use of presentation tools.
Proven ability to work independently.
Ability to travel around region; access to a reliable car and continuous auto insurance is required.
Knowledge of the social determinants of health is a plus
Ability to speak Spanish is a plus.

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.