

211info Position Summary

TITLE Health Program Coordinator	REPORTS TO Director of Contact Center and Programs
STATUS Exempt	X Non-Exempt HOURS PER WEEK: 30

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: Support healthcare access through 211info's ScreenWise and Komen Treatment Access Program. Assist 211info's expansion into healthcare navigation services. In English and in Spanish, provide a point of access for ScreenWise partners by answering phone calls, texts and emails and providing information and referral to Oregon consumers. Update the 211info database with ScreenWise provider and clinic information, working in collaboration with the Oregon Health Authority and existing partners. Support Komen Treatment Access Program by providing eligible individuals in Oregon and Southwest Washington with resources that allow them to travel to seek breast cancer treatment.

CORE ACCOUNTABILITIES: Percentage of time devoted to each activity may change as healthcare navigation programs expand.

50%	Work directly with partner organizations and consumers: Answer and return phone calls, texts and emails from ScreenWise consumers, providers and partner organizations. Provide information, referrals and advocacy related to screenings and community referrals. Listen, assess and respond to the needs of consumers from diverse backgrounds.
20%	Maintain ScreenWise records in database: Ensure that the 211info database contains updated, accurate, helpful and detailed records for approximately 200 agencies, including ScreenWise partners and health coaching and lifestyle program sites and community referrals. Maintain records to meet 211info accreditation standards and ScreenWise program requirements. As requested, attend community meetings to share information and learn about program needs.
20%	Manage Komen Treatment Access Program: Support consumers with resources allowing them to access breast cancer treatment. Manage budget and write reports as needed. As requested, attend community meetings to share information and learn about program needs.
10%	Assist consumers with healthcare navigation: Assist patients whose healthcare providers have identified a need for community social service supports.

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:

- Familiarity with healthcare networks and women's health issues.
- Ability to develop and manage budgets.
- Excellent spelling and grammar with strict adherence to database and confidentiality protocols.
- Strong knowledge of social services and health programs in Oregon and Southwest Washington.

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 consumers 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 databases with attention to detail and systemic consistency.
English/Spanish bilingual.

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.