

POSITION DESCRIPTION

POSITION TITLE: COMMUNITY ENGAGEMENT COORDINATOR

DEPARTMENT: COMMUNITY ENGAGEMENT

JOB CONTENT

1. POSITION SUMMARY:

(OVERALL PURPOSE OF THIS POSITION)

- **ASSIST IN THE COORDINATION OF NFP'S COMMUNITY ENGAGEMENT AND OUTREACH EFFORTS. COMMUNICATE WITH EXTERNAL STAKEHOLDERS AND PATIENTS ABOUT NFP'S HEALTH CENTER SERVICES, HEALTH CARE COVERAGE OPTIONS AND PARTNERSHIP AND PROGRAMMING OPPORTUNITIES. SUPPORT EFFORTS TO CONNECT COMMUNITY RESIDENTS AND PATIENTS TO RELEVANT PROGRAMMING AND SERVICES. ACT AND PARTICIPATE AS AN AMBASSADOR OF NFP IN THE COMMUNITY.**

2. ESSENTIAL DUTIES AND RESPONSIBILITIES WHICH MUST BE PERFORMED IN ORDER TO CARRY OUT THE POSITION PURPOSE SUMMARIZED ABOVE:

- A. CONNECT PATIENTS, PARTNERS AND COMMUNITY BASED ORGANIZATIONS TO INCREASE COLLABORATION AND COMMUNITY BUILDING FOR THE DEVELOPMENT AND IMPLEMENTATION OF NEW HEALTH AND WELLNESS INITIATIVES AND EDUCATIONAL PROGRAMMING THAT BENEFIT THE SERVICE AREA.**
- B. WORK CLOSELY WITH THE DIRECTOR OF COMMUNITY ENGAGEMENT TO DEVELOP AND MAINTAIN COLLABORATIVE PARTNERSHIPS WITH COMMUNITY BASED ORGANIZATIONS.**
- C. COLLABORATE AND NETWORK WITH PARTNERING ORGANIZATIONS TO PROVIDE SERVICES FOR NFP'S PATIENTS AND COMMUNITIES.**
- D. ACT AS AN AMBASSADOR FOR NFP THROUGH OUTREACH, ENGAGEMENT AND PARTICIPATION IN COMMITTEES, BOARDS, EVENTS, AND INITIATIVES TO SUPPORT THE MISSION OF NFP, POPULATION HEALTH, AND SOCIAL DETERMINANTS OF HEALTH.**
- E. ASSIST IN THE PLANNING, MARKETING AND IMPLEMENTATION OF ORGANIZATIONAL AND COMMUNITY BASED HEALTH AND WELLNESS EVENTS AND PROGRAMS.**
- F. CONDUCT INTERNAL AND EXTERNAL PRESENTATIONS AND PREPARE EDUCATION MATERIALS FOR PROGRAMMING, COMMUNITY EVENTS AND INITIATIVES THROUGHOUT THE GREATER CLEVELAND AREA.**

G. PROVIDE SUPPORT TO NFP'S COMMUNITY ENGAGEMENT COMMITTEE.

H. SERVE AS A RESOURCE FOR CONSUMERS AND PROVIDERS, BUILDING RELATIONSHIPS WITH COMMUNITY RESOURCES, PUBLIC HEALTH AGENCIES, SCHOOLS, CHURCHES, PUBLIC OFFICIALS AND VARIOUS SOCIAL SERVICE ORGANIZATIONS. IDENTIFY, REFER, AND DEVELOP RESOURCES THAT REMOVE CONSUMER BARRIERS TO ACCESSING NEEDED COVERAGE, HEALTH AND SOCIAL SERVICES.

I. PROVIDE ASSISTANCE FOR HEALTH ADVOCACY AND POLICY INITIATIVES IMPACTING THE HEALTH AND WELLBEING OF PATIENTS AND THE COMMUNITY.

J. DISTRIBUTE LITERATURE PREPARED INTERNALLY BY NFP AS WELL AS FROM OTHER RELEVANT AGENCIES.

K. ASSIST WITH SUPERVISION AND TRAINING OF VOLUNTEERS, INTERNS AND COMMUNITY PARTNERS AS PART OF THE COMMUNITY ENGAGEMENT TEAM.

L. DEMONSTRATE AND MAINTAIN UNDERSTANDING OF ELIGIBILITY AND ENROLLMENT RULES AND PROCEDURES; THE RANGE OF QUALIFIED HEALTH PLAN OPTIONS AND INSURANCE AFFORDABILITY PROGRAMS; THE NEEDS OF UNDERSERVED AND VULNERABLE POPULATIONS; AND PRIVACY AND SECURITY STANDARDS. PROVIDE GENERAL EDUCATION AND ENGAGEMENT ON OPTIONS AVAILABLE TO PATIENTS THE UNDER/UNINSURED. HELP INDIVIDUALS UNDERSTAND AND ACCESS AFFORDABILITY OPTIONS INCLUDING OUR FINANCIAL ASSISTANCE PROGRAM, PRESUMPTIVE ELIGIBILITY, MEDICAID AND, MARKETPLACE.

M. OTHER DUTIES AS ASSIGNED

3. QUALIFICATIONS:

**A. SPECIFIC KNOWLEDGE, TRAINING OR SKILLS REQUIRED TO PERFORM THE DUTIES OF THIS POSITION. SPECIFIC CONCEPTS, COURSES, TRAINING PROGRAMS OR REQUIRED CERTIFICATIONS:
(TO PERFORM THIS POSITION SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY SATISFACTORILY. THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS.)**

- **BACHELOR'S DEGREE (OR EQUIVALENT WORK EXPERIENCE) IN PUBLIC HEALTH, SOCIAL WORK, URBAN STUDIES, HUMAN SERVICES, NON-PROFIT ADMINISTRATION OR RELATED FIELD.**
- **TWO YEARS' EXPERIENCE IN COMMUNITY ORGANIZING OR SOCIAL SERVICE, OR NEIGHBORHOOD DEVELOPMENT.**
- **FLUENCY IN SPANISH PREFERRED.**
- **LEADERSHIP AND TEAM BUILDING SKILLS.**

- **AVAILABILITY AND WILLINGNESS TO WORK FLEXIBLE SCHEDULE INCLUDING EVENINGS AND WEEKENDS; LOCAL TRAVEL AND SOME OUT-OF-TOWN TRAVEL REQUIRED.**
- **ABILITY TO WORK WITH PEOPLE OF ALL RACIAL, ETHNIC AND INCOME BACKGROUNDS.**
- **PASSION FOR CREATING SOCIAL CHANGE.**
- **EXCELLENT ORAL COMMUNICATION AND WRITING SKILLS AND AN ABILITY TO “THINK ON YOUR FEET”**
- **COMPUTER PROFICIENCY: MICROSOFT OFFICE SUITE, DATABASE MANAGEMENT, APPLICATION OF EMR AND RELATED FUNCTIONAL SOFTWARE.**
- **ABILITY TO ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH STAFF, PATIENTS AND THE PUBLIC.**
- **ABILITY TO READ, FOLLOW, AND UNDERSTAND ORAL AND WRITTEN INSTRUCTIONS.**
- **ABILITY TO WORK INDEPENDENTLY.**
- **ABILITY TO COMMUNICATE CLEARLY, BOTH WRITTEN AND VERBALLY.**
- **KNOWLEDGE OF MEDICAL INSURANCE.**
- **UNDERSTANDS AND INITIATES A TEAM WORK APPROACH WHEN APPROPRIATE.**
- **POSSESSES DEPENDABILITY, DESIRE TO DELIVER QUALITY WORK AND THE ABILITY TO ACCEPT A HIGH LEVEL OF RESPONSIBILITY.**
- **ABILITY TO MULTI-TASK IN A STRESSFUL ENVIRONMENT.**
- **ABILITY TO SPEAK CLEARLY AND CONCISELY WITH A PLEASANT TELEPHONE VOICE.**
- **STRONG ORGANIZATIONAL QUALITIES.**
- **ABILITY TO COMMUNICATE IN ENGLISH AND SPANISH PREFERRED.**
- **VALID OHIO DRIVER’S LICENSE AND INSURANCE.**
- **ABILITY TO HAVE A FLEXIBLE SCHEDULE.**

B. ESSENTIAL PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

(THE PHYSICAL DEMANDS AND WORK ENVIRONMENT DESCRIBED BELOW ARE REPRESENTATIVE OF THOSE THAT MUST BE MET BY AN EMPLOYEE TO SUCCESSFULLY PERFORM THE ESSENTIAL FUNCTIONS OF THIS POSITION. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS.)

- **ABILITY TO SEE, COMMUNICATE, HEAR AND UTILIZE ELECTRONIC COMMUNICATION DEVICES.**

- **DEMONSTRATED ABILITY TO WALK, SIT OR STAND FOR LONG PERIODS OF TIME.**

- **SOME BENDING AND STRETCHING REQUIRED. REQUIRES EYE/HAND COORDINATION**

AND MANUAL DEXTERITY SUFFICIENT TO OPERATE KEYBOARD. REQUIRES NORMAL RANGE OF HEARING AND EYESIGHT TO RECORD OR PREPARE REPORTS. REQUIRES SOME LIFTING PAPERS OR BOXES UP TO 50 POUNDS.

- **WORK ENVIRONMENT IS STRESSFUL AT TIMES.**

C. PREVIOUS EXPERIENCE THAT IS *NECESSARY* BACKGROUND TO QUALIFY FOR THIS POSITION:

- **A MINIMUM OF ONE YEAR EXPERIENCE IN A MEDICAL OFFICE SETTING.**

- **COMPUTER PROFICIENCY: MICROSOFT OFFICE SUITE, DATABASE MANAGEMENT.**

- **BACHELOR DEGREE PREFERRED.**

REPORTS TO AND EVALUATED BY: DIRECTOR OF COMMUNITY ENGAGEMENT