



Consolidated Tribal Health Project, Inc.

Community Outreach Services Manager

Department: Community Outreach	Reports To: Executive Director
FLSA Status: Exempt	Pay Grade: 8
Classification: RFT	Hours of Work: 40
Covered Position: Yes	Approved: 3/13/19

Job Summary

Responsible for developing and implementing culturally appropriate community-based health and transportation programs to promote health and wellness for the American Indian/Alaska Native (AI/AN) population in Mendocino County, and to improve the health status of the AI/AN patients we serve.

Job Duties & Responsibilities

- Collaborates with the Medical, Behavioral Health and Dental departments to identify patient education, care and support needs. Ensure that appropriately trained and qualified staff provide patient care and support in the field.
- Works with medical staff to identify and coordinate patient care as needed in the clinic and in the field.
- Identifies community health needs and establish priorities and program goals annually to address health issues and needs with a focus on the needs of the AI/AN population, using best practices, industry standards and culturally appropriate approaches.
- Builds and sustains effective working relationships with the Tribes and appropriate agencies for developing, implementing and sustaining health education and health promotion programs and services.
- Recommends and implements health initiatives, policy development and best practices using evidence-based data and programs.
- Monitors and evaluates the impact and effectiveness of community health education and health promotion programs through collection and analysis of data.
- Manages Special Diabetes Program for Indians (SDPI) and other grants (youth, injury prevention, CalTrans), involving grant writing, budget development, and implementation and reporting as appropriate.
- Reports program progress and outcomes to Medical Director, Executive Director and Board of Directors through a monthly written report.
- Provides daily supervision and support to assigned staff, including timely approval of timecards.
- Prepares and presents staff evaluations and works with staff to develop their professional growth and development, and departmental succession planning objectives.
- Establishes annual department goals and budget; track and report progress of both.
- Manages the Transportation Program, including all patient transport, reporting requirements, and fleet maintenance needs.
- Reviews and updates Community Outreach policy manual annually.
- Conduct department meetings and Diabetes Team meetings.

- Participates in quality improvement (QI) development and activities.
- Works with clinic providers and ancillary staff on health education/health promotion programs.
- Works with the Diabetes Team to improve diabetes care and patient outcomes.
- Provides patient education individually or in group settings.
- Perform other duties as assigned.

Minimum Qualifications (Education & Experience)

- Master’s in Public Health (MPH), and
- Five (5) years of experience in health education or health promotion; **OR**
- Bachelor’s degree in health-related field, and
- Seven (7) years of experience in health education or health promotion.
- Three (3) years supervisory experience.
- A combination of experience, education, and training may substitute for degree requirements on a year for year basis.

Preferred Qualifications (Education & Experience)

- Master’s in Public Health.
- Eight (8) years of experience in health education or health promotion.
- Relevant experience with EHR and other health industry software programs.
- Indian Preference applies to all Consolidated Tribal Health Project (CTHP) positions in accordance with CTHP Policy and applicable federal law

Necessary Knowledge, Skills, and Abilities

- Maintains knowledge of industry and HR trends, employment laws, and ensures organization’s compliance.
- Strong understanding and sensitivity to American Indian/Tribal culture and lifestyle, working effectively with American Indian/Alaska Native populations.
- Effective oral and written communications skills with sensitivity to lifestyles of targeted participants.
- Skills in operating personal computer using a variety of computer software.
- Ability to establish and maintain cooperative working relationships with management, coworkers, and outside contacts.
- Ability to maintain strict confidentiality and comply with all applicable federal and tribal privacy laws, as well as CTHP policy (HIPAA, HITECH, etc.).
- Ability to learn and apply program/agency operating policies and procedures.
- Ability to manage multiple priorities and tasks concurrently and meet deadlines.
- Ability to work independently as well as with teams.

Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and/or sit. The employee is occasionally required to walk; sit and climb or balance. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision and depth perception. The noise level in the work environment is usually average.

Conditions of Hire

- In accordance with CTHP policy, all employment at CTHP is "at will" and based on mutual consent. This means that the employee or CTHP may terminate employment at any time and for any reason with or without notice. No term of employment is expressed or implied for this "at-will" position.
- May be required to possess and maintain a valid driver license or capable of obtaining one; as well as be insurable by CTHP's company insurance.
- CTHP complies with the Drug-Free Workplace Act of 1988, whereby employees shall not manufacture, distribute, dispense, possess, use, or be under the influence of drugs or alcohol, and must pass a pre-employment and subsequent random drug and alcohol screening to be eligible for and maintain employment.
- CTHP has several positions which must comply with the P.L. 101-630 Indian Child Protection and Family Violence Protection Act (ICPA); all employment offers in the "covered" classification are conditional until CTHP has received a Federal criminal background check verifying eligibility to work in these programs.
- Due to providing healthcare services, employees are subject to an annual TB screen and flu shot, should an employee opt to not take the flu shot they will be required to wear a face mask during flu season.

This Job Description describes the essential duties and qualifications. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job; management has the exclusive right to alter or add to this job description at any time without notice. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional duties as assigned.

Employee Printed Name

Employee Signature

Date

Supervisor Printed Name

Supervisor Signature

Date