

## **Member Engagement & Systems Coordinator**

The Community Clinic Association of Los Angeles County (CCALAC) is a non-profit membership organization that provides a wide variety of essential services to LA's community clinics and health centers (clinics). Founded in 1994, CCALAC's mission is to, "promote community clinics and health centers as providers and advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County."

CCALAC's 65 member organizations serve over 1.7 million patients each year, regardless of ability to pay. These organizations include private, non-profit, Federally Qualified Health Centers (FQHCs), and community clinics.

### **CCALAC'S COMMITMENT TO JUSTICE, EQUITY, DIVERSITY AND INCLUSION**

CCALAC strives to be an anti-racist organization with a culture that is equitable, inclusive and supportive of all employees and members. Our core values of partnership, equity, innovation, integrity, and service guide us in our internal collaborations, and in our work with our members and the community. We are committed to advancing racial and social justice and health equity, and will demonstrate this commitment through our organizational culture, policies, business practices, programs and services, communication, and leadership structures.

### **JOB SUMMARY**

Reporting to the Senior Director of Member Services, the Member Engagement & Systems Coordinator is responsible for providing technical support and oversight in the areas of systems implementation, coordination and optimization across the CCALAC team and membership. The Member Engagement & Systems Coordinator will act as a liaison between CCALAC and its members and affiliates and coordinates the workflow of CCALAC divisions to optimize internal systems and member engagement. The Member Engagement & Systems Coordinator is also responsible for supporting the Emergency Management program at CCALAC through member support of emergency communication tools and the tracking of program activities to meet compliance.

### **JOB DUTIES:**

#### **MEMBER ENGAGEMENT & INTEGRATED SYSTEMS**

1. Oversee and maintain the CCALAC Member Engagement System to ensure CCALAC's ability to record member and affiliate participation across the agency including trainings, events and peer network updates.
2. Provide support to assist in maintaining CCALAC's analytics platform in collaboration with the Clinical Services Division to ensure CCALAC's ability to record and visualize data collected across the agency.
3. Collaborate with the Quality Improvement Specialist to ensure CCALAC's ability to host member and affiliate specific details, engagement and data for member viewing is maintained on CCALAC's Member Portal.
4. In collaboration with the Communications Specialist support the CCALAC website permission levels with

maintenance and managing permission levels to adjust access for members, affiliates and other users.

5. Support CCALAC's digital recruitment activities including, but not limited to: Job Board, Recruitment Newsletter, and Job Board Newsletter.
6. Manage all integrated third-party systems including but not limited to: Wordpress, Einstein Analytics, and Marketing Cloud.
7. Provide/coordinate training to staff to support systems use.
8. Produce statistical reports; develop charts, graphs, and data dashboards to inform the progress and/or direction of the Associations' operational and project goals.
9. Engage and integrate new members and affiliates into CCALAC's programs, services and system, through enrollment in Salesforce, website, newsletters and roundtables.
10. Other duties as assigned.

### **EMERGENCY MANAGEMENT**

1. In collaboration with the Emergency Preparedness & Response Manager support Emergency Management Program compliance.
2. Provide support and assistance with management of emergency related communications systems.
3. Provide training and technical assistance for Emergency Management related systems including ReddiNet and Everbridge (mass notification).
4. In collaboration with the Emergency Preparedness & Response Manager assist with the development of planning documents, drills, and exercises.
5. Generate correspondence and reports, including, but not limited to, program activities, event and meeting evaluations and financial reports.
6. Manage program invoices and reimbursements as needed in coordination with CCALAC Accountants.
7. Other duties as assigned.

### **MINIMUM JOB REQUIREMENTS**

1. Bachelor's degree in marketing or program management or equivalent relevant experience.
2. A minimum of one (1) year of experience working with relationship management systems/ client relations/emergency management.
3. Ability to maintain confidential information.
4. Knowledge of Los Angeles County health care system preferred.
5. Ability to work as part of a team as well as independently with minimal supervision.
6. Experience with Salesforce/large databases, including implementing workflows to eliminate errors.
7. Experience with website management and development. Wordpress experience a plus.
8. Strong skills with Excel & MS Office Suite required.
9. Understands the role that racial inequity plays in our society and its impact on access to health care.
10. Able to utilize a racial equity approach within a service, program or team.
11. Ability to work well with others and across differences, including race, gender, functional silos, levels, etc.
12. Listens actively and hears and acts on feedback related to identity and equity with humility.
13. Strong sense of accountability to community.

### **WORKING CONDITIONS**

1. Majority remote position with in person meetings and convenings, as needed. Option to work fully in person at CCALAC's offices, if desired.
2. Works in a fast paced, high-volume environment with frequent interruptions and critical deadlines.
3. Some potential for repetitive motion injury and eye strain from working on computers.
4. Some car travel throughout Los Angeles County. Some potential for injury from car accident.
5. Travel outside of Los Angeles County to include overnight stays, as necessary.
6. Requires occasional on-site visits to community clinics with possible exposure to working conditions at a community clinic. Most site visits are expected to be in a meeting room designed for that purpose.

#### **PERKS & BENEFITS**

1. Flexible Work Schedules
2. Medical, Dental & Vision Coverage
3. 401(k) Plan with employer match
4. Employee Assistance Plan
5. Group Term Life Insurance
6. Flexible Spending Account
7. Aflac Supplemental Plans
8. Annual Personal Development Funds

If you are interested in applying for this position, please submit cover letter and resume to [humanresources@ccalac.org](mailto:humanresources@ccalac.org)