

Workforce Retention 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 Workforce Manager, the Workforce Retention Coordinator helps oversee the implementation and operations of CCALAC's Workforce programs, trainings, and initiatives to support Member Clinics with retention of staff and recruitment efforts. The Coordinator will have an emphasis on Retention and will assist in the development and implementation of various workforce projects to support clinic staff retention and mitigate burnout.

JOB DUTIES

1. Lead the development and implementation of workforce projects that will support clinic staff retention and mitigate burnout by providing cohort-style trainings and coaching to a group of member clinics.
2. Conduct outreach and survey member clinics to understand their staff retention and burnout issues, and other workforce support needs.
3. Develop recruitment and retention toolkits for member clinics that includes a variety of resources that can be implemented and measured by member clinics.
4. Develop trainings on the implementation of retention and recruitment strategies such as, but not limited to: staff wellness programs, employee recognition programs, loan repayment and National Health Service Corps, stay interviews, and other retention and recruitment strategies.

5. Provide coaching to member clinics to support the successful implementation of retention and recruitment strategies.
6. Collaborate with the Workforce Manager to develop Workforce Summits and other workforce related events.
7. Collaborate with the Workforce Manager and Training Center Manager to develop additional trainings and educational resources to increase staff retention at member clinics.
8. Support workforce recruitment efforts including presentations, recruitment events, CCALAC Job Board and workforce newsletters.
9. Lead the Human Resources Roundtable in partnership with the clinic member Co-Chairs.
10. Collaborate with Government and External Affairs Division to deliver quarterly Workforce Policy & Advocacy Group (WPAG).
11. Collaborate with the Workforce Manager and Director of Member Services to develop and implement Workforce strategies and goals for the Association.
12. Build partnerships with external organizations to strengthen workforce activities and attend external partner meetings and advisory boards.
13. Collect and analyze data, track outcomes, maintain documentation, and prepare program reports. Submit regular program reports, as well as any quarterly performance measures as needed.
14. Help strengthen member clinic engagement in workforce programs.
15. Support the research and development of grants to support workforce projects.
16. Assist as needed with other workforce programs such as AHEC Scholars, AmeriCorps and the Family Nurse Practitioner Residency.
17. Other duties as assigned.

MINIMUM JOB REQUIREMENTS

1. Bachelor's degree or certificate preferred in a work-related discipline/field. An advanced degree in a related /field e.g., public health, health administration, business administration, is desirable.
2. A minimum of 2 years of progressively responsible and directly related work experience.
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. Strong reading comprehension, oral and written skills required.
7. Strong skills with Excel & MS Office Suite required.
8. Experience in the development of correspondence, collateral material, newsletters, manuals, presentations, and publications is preferred.
9. Experience with Marketing Cloud, Exact Target and other marketing and social media tools strongly desired.
10. Understands the role that racial inequity plays in our society and its impact on access to health care.

11. Able to utilize a racial equity approach within a service, program or team.
12. Ability to work well with others and across differences, including race, gender, functional silos, levels, etc.
13. Listens actively and hears and acts on feedback related to identity and equity with humility.
14. 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 health centers with possible exposure to working conditions at a community health center. 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