

Job Announcement



Position Title: Community Outreach Manager (Temp Hire) **Department:** Administration
Supervises: Outreach Workers **FLSA:** Exempt
Reports To: Chief Operating Officer **Effective Date:** 01/2021
Written by: Human Resources Department **Approved by:** CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary:

The Community Outreach Manager is responsible to ensure SCFHC is the clinic of choice to community health patients. Will be managed all aspects of outreach efforts to build and strengthen relationships with prospect patients, vendors, and other community stake holders. The Community Outreach Manager provides individuals and families with information related to all SCFHC services, with the goal of linking the community to available health services.

In line with SCFHC's mission, the Community Outreach Manager is committed to ensuring the health and wellness of those in our community by providing them access to educational materials, health services, and resources.

Essential Duties: (*Essential Functions)

- Create a consistent outreach plan and marketing strategies to provide education and build awareness of all SCFHC programs and services.
- SCFHC's Outreach Team hosts annual events and implements various initiatives to educate the community and connect them with much needed community resources.
- Identify opportunities to grow as clinic of choice through relationship building and addressing feedback.
- Partner with external vendors to optimize the patient visits and recruit new patient
- Required to participate in strategic planning to outreach an In-reach to recruit potential patients
- Participate in all community outreach and tabling events.
- Assist with necessary communication between SCFHC departments and teammates to work through patient satisfaction and increase services visibility.
- Develop comprehensive knowledge of local outreach and marketing.
- Develop policies and procedures related to outreach and marketing strategies.
- Interacting directly with customers to provide information in response to inquiries, concerns, and questions about SCFHC services.
- Assisting members in enrollment and provider services.
- Coordinates and organized Health and Wellness events
- Coordinates annual Toy Giveaway and Health fairs.
- Manage and coordinates all educational workshops to community-based organizations on topics related to SCFHC services, access to care, family planning, healthy leaving, and other health related services and programs.
- Managed outreach workers
- Participates in staff, management, and committee meetings to maintain employees up to date with general changes
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represents SCFHC in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates initiative, exertion, drive, desire for self-improvement, and learning ability for advancement

Job Announcement



- Provides monthly/daily reports to COO or other officials as requested.
- Additional duties as assigned.

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- BA Degree in health education or related field required
- Through knowledge of wellness, health care and patient education concepts required
- General knowledge of health care systems required
- Knowledge and understanding of LA County Health system preferred

Experience

- Must have minimum 3 – 5 years prior experience in outreach and managing programs
- Minimum 3 – 5 years previous supervisory experience required
- Experience providing health education and counseling services to community member/patients using formal and informal education techniques

Licensure and Certifications

- None

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled