



POSITION DESCRIPTION

POSITION TITLE:	Community Outreach Coordinator	DEPARTMENT:	Member Services
REPORTS TO:	Director of Patient Access	FLSA STATUS:	Non-Exempt
HOURS:	Full-Time, 40 hours per week, evenings and weekends may be required		

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

Under the direction of the Director of Patient Access, the Community Outreach Coordinator is responsible for the coordination of community outreach and for the coordination of activities, events and general outreach in the recruitment of patients and potential patient advocates/Board members. The Coordinator will also plan and coordinate activities that result in community awareness of Valley Community Healthcare (VCH). The Coordinator will support program implementation and tracking process objectives, program deliverables, including data entry, file management, and logistics. They will assist with coordination of meetings and other program needs, and general program support. The Coordinator will coordinate off-site community events and other programming, and may act as a liaison with community partner agencies. The Coordinator will also collaborate with project and department staff to coordinate outreach and education for the community. The Coordinator will participate in community events; assist with focus groups, needs assessments and advisory group meetings, as needed. The Coordinator will maintain documents that support the Community Outreach Program.

CORE JOB RESPONSIBILITIES (Essential Duties):

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Community Outreach

- Provide information about VCH to patients and community members and serve as a liaison between VCH, the community, and community partner agencies.
- Assist with identifying new patients or re-establishing care with current/previous patients.
- Assist with identifying new and maintaining existing relationships with community organizations where outreach efforts can be conducted.
- In collaboration with other Clinic departments, identify outreach priorities, create an outreach plan and execute outreach activities.
- Manage patient advisors, by identifying participants, assigning projects and coordinating schedules
- Coordinate and attend outreach events including evening and weekend events.
- Coordinate and collaborate with other VCH staff and departments to organize VCH community events.
- Coordinate and participate in community events; assist with focus groups, need assessment and advisory group meetings.
- Collaborate with Development to coordinate in-kind donations and arrange for donations
- Collaborate with Development to coordinate giveaways that support community outreach and events.
- Collaborate with Development team to identify companies and develop donor relationships that may lead to in-kind support for events.
- Document numbers of individuals reached through outreach activities and provide reporting on all outreach activities.
- Attend and actively participate in staff meetings
- Able to lift 30 pounds
- Coordinate patient advisors and/or any volunteers to support outreach events and activities.
- Manage administrative volunteers, assigning projects and coordinating schedules
- Collaborate with Communications team to develop patient-facing messaging and materials to support patient outreach and marketing activities.
- Other duties as assigned

Administration

- Coordinate services and administration functions for the Community Outreach activities.
- Support program implementation and tracking process objectives, program deliverables, including data entry, file management, and logistics.
- Assist with coordination and facilitation of meetings and other program needs, and general program

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support.

- Develop KPIs for outreach activities and share reporting with Supervisor/other departments.

Patient Advisor Recruitment

- Coordinate all Patient Advisor programming, which includes recruitment, screening members, organizing meetings, collaborating with other departments for meeting content.
- Collaborate and coordinate with appropriate Clinic staff on activities and any needed follow up.
- Other duties as assigned

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Prior experience in a fast paced and large volume patient care/customer service establishments.
- Ability to communicate clearly.
- Ability to work with little supervision.
- Takes initiative to problem solve before escalating to supervisor.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.
- Bi-lingual English/Spanish preferred.
- Customer Service – manages difficult or emotional customer situations: Responds promptly to customer needs; meets commitments.
- Interpersonal Skills – focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communication – speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – writes clearly and informatively.
- Teamwork – contributes to building a positive team spirit.
- Visionary Leadership – inspires respect and trust.
- Ethics – treats people with respect.

Minimum Qualifications:

- College degree preferred or equivalent experience in health services or nonprofit setting.
- Able to read, write and speak Spanish fluently.
- Strong organizational, initiative taking and problem solving skills
- Experience working in an administrative support or executive assisting capacity.
- Ability to compose various business correspondence including special reports.
- Knowledge of Microsoft Office Applications including Word, PowerPoint, Excel, and Publisher.
- Knowledge of using the Internet as a research tool.
- Ability to handle multiple tasks, prioritize and complete assignments on a timely basis.
- Ability to work with interruptions.
- Excellent communication skills and comfortable speaking in public.
- Excellent writing skills.
- Ability to handle confidential and sensitive information.
- Effective interpersonal and communications skills to interact with people from diverse cultural, ethnic, social and economic backgrounds.
- Ability to work independently and as part of a team.
- Strong interpersonal skills to develop and maintain working relationships with staff.
- Ability to work with minimal supervision.

ENVIRONMENT:

This position is in a community clinic environment that is clean and comfortable some risk of exposure to infectious disease. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. In addition, the incumbent may travel via personal vehicle with verified licensure, registration and insurance or public transportation throughout the community. VCH is a multisite organization. All staff at employed at VCH are expected to travel between sites as needed. Additionally, employee office/department/site locations may be changed depending on organizational need.

JOB DESCRIPTION PHYSICAL DEMAND ANALYSIS

Explanation: Each physical requirement is rated on a frequency scale of 0-3 to reflect the requirements for normal working hours. Reasonable accommodations will be made as necessary.

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VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

***Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**