

## JOB DESCRIPTION

Title: Community Health Coordinator	Reports to: Associate Vice-President of Access
Department: Access Team	Date: May 2024

**Summary:** The Community Health Coordinator is a dual role that focuses on both client service delivery and program administration. The coordinator will work directly with clients to provide health navigation services, enrollment assistance and other health projects. Administratively, the Coordinator will assist Associate Vice-president of Access with supervision and implementation of the Health Navigation Program, ensuring services are being provided and recorded accurately, assisting with monthly and other grant reports, and working with vendors and community partners.

### ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Develops and maintains strong partnerships with community organizations and health providers to expand client services and build a strong network of services. Coordinate all events we host or are invited to, ensuring they help us connect, educate, and build positive relationships with the community and other organizations.
2	Implements a cohesive Health Navigation Program that helps individuals and families address their health care needs and achieve their goals. Adheres to grant guidelines and community partner protocols in providing services. Assists in preparing grant proposals and reports and works with staff to identify areas that are growth in the program.
3	Assists Associate Vice-President with supervision of staff, ensuring staff are providing all services correctly and with excellent customer service, entering data in a timely manner, following-up on program referrals, and completing reports needed.
4	Serves in the capacity of a Health Navigator in Johnson and Wyandotte County, offering all Health Navigation services to clients and assisting them in accessing quality, affordable healthcare services and coverage they seek when needed.
5	Enters and maintains accurate and timely information in client tracking systems and maintains client files. Prepares program reports that are thorough and on time. Conducts follow-up with clients as needed and ensures program referrals are being contacted in a timely manner.
6	Supports and contributes to positive public relations of El Centro. Examples of this responsibility include civic and community engagement, organizing and participating in outreach activities and El Centro events; advocates on behalf of clients, community needs, system change and public policy. Establish and maintain positive, effective relationships with key resources, vendors, regulators, and other internal and external sources that have a significant effect on the outcomes and operation of El Centro business.
7	Supports and contributes to a workplace that aspires to become culturally competent by helping us work with others to facilitate sensitivity, openness, and respect to people regardless of differences. Supports the cultural competency indicators.
8	Supports and contributes to El Centro's advocacy and policy initiatives. Attends staff trainings to enhance El Centro's advocacy capacity, participates in awareness campaigns, and shares information with clients and community stakeholders.
9	Performs other duties as assigned by the Director of Community Health and other El Centro administrators.

**KEY COMPETENCIES/SKILLS**

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Leadership and Relational Skills
- Organizational and Time Management Skills
- Strategic Thinking and Problem-Solving Skills
- Ethical Conduct
- Cultural Competency
- Organizational Development
- Proficient in Word, Excel, Outlook, PowerPoint
- Vocation for advocating for the rights of the community.
- Client Interview Skills

**POSITION REQUIREMENTS**

**Education and/or Experience**

- A bachelor’s degree in social work or other related careers within the community health field (Preferred but not Required)  
Or  
A minimum of 3 years professional experience in the field and directly working with clients.
- Preferred experience in a supervisor role.
- Must be bilingual in Spanish/English, both written and oral.

**ADDITIONAL REQUIREMENTS**

- Attitudes, knowledge, and skills to deliver culturally competent services.

**El Centro, Inc. is an Equal Opportunity Employer**



SU CONEXIÓN A LA COMUNIDAD

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes the employee’s understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_