



COMMUNITY ENGAGEMENT COORDINATOR

Position Status: Non-exempt
Reports To: Regional Operations Director
Effective Date: 01/06/19
Revised Date: 04/22/24
Job Level: S3

POSITION SUMMARY

Under limited supervision, this position:

1. Plans, organizes and conducts member and community outreach
2. Represents Regional Offices at internal and community meetings, committees, and other meetings
3. Performs multiple high-level administrative functions in support of department leadership
4. Performs other duties as assigned

RESPONSIBILITIES

1. Plans, organizes, and conducts member and community outreach, with duties including but not limited to:
 - Attending and representing the Alliance at member and community outreach events, such as health fairs and school/community based agency events throughout the Alliance's service area
 - Coordinating representation at outreach events within Alliance departments and maintaining all associated records
 - Providing Outreach training to Alliance staff volunteers
 - Maintaining a schedule of regular events and providing input regarding which events to attend based upon assessment of value and alignment with annual Outreach priorities
 - Providing information and education to members, staff and clients of community-based agencies, schools, provider offices and clinics
 - Supporting the logistics of providing Alliance orientations within the community
 - Coordinating with Communications Department staff to maintain an inventory of outreach materials for use at events
 - Updating and maintaining project work plans for Community Engagement activities
 - Assisting with special projects, including creating and producing presentation materials for internal and external presentations
 - Providing recommendations for prioritizing outreach messaging and target populations
 - Assisting with the development and maintenance of the health promotion activities and member engagement tactics within the Alliance's service area
2. Represents Regional Offices at internal and community meetings, committees, and other meetings, with duties including but not limited to:
 - Documenting and reporting meeting attendance and outcomes to department leadership and on a shared site for the Health Care Collaboratives program
 - Coordinating with relevant Alliance staff to ensure the Alliance has appropriate representation at community events and meetings
 - Assisting in the member engagement model and tactics within the Alliance's service region

3. Performs multiple high-level administrative functions in support of department leadership, with duties including but not limited to:
 - Arranging virtual and in-person meetings, including operating video-conference equipment
 - Completing special request reports and presentation materials using Microsoft Office applications
 - Preparing and submitting purchase orders and expense request forms for all Regional Office purchases
 - Maintaining reports of all petty cash expenditures, reconciling balances, and submitting a monthly final detailed accounting report
 - Preparing, coordinating and distributing meeting packets and meeting exhibits in a timely manner
 - Reporting statistics to Regional Operations Director on various Administrative Quality Indicators
 - Assisting with email and voicemail management
 - Planning, coordinating and scheduling meetings and travel for the Regional Operations Director
 - Assisting in special projects involving independently collecting and compiling information from a variety of sources, analyzing results and preparing final recommendations for department leadership
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and three years of experience in community health education, care coordination, or as a medical assistant (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual English/Spanish or English/Hmong, depending on location
- Thorough knowledge of and proficiency in the use of general office equipment and Windows-based PC system and Microsoft Word, Excel, Outlook, and PowerPoint
- Working knowledge of general administrative procedures
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency in research, analysis and reporting methods
- Some knowledge of the healthcare industry
- Some knowledge of adult and child learning styles
- Ability to interact and communicate with diverse audiences
- Ability to work with internal web portals (Intranets) for document management, searching, sharing and collaboration
- Ability to interpret, explain and apply processes, policies, and procedures
- Ability to define issues, gather and interpret data, define options, and make recommendations for action
- Ability to demonstrate strong organizational skills and attention to detail
- Ability to create forms, letters and other program documents and compile reports and various information regarding business operations, administration and other projects

- Ability to manage information effectively and produce and maintain accurate records
- Ability to demonstrate flexibility, anticipate needs, be proactive, and demonstrate resourcefulness
- Ability to exercise tact and diplomacy and demonstrate strong customer service skills
- Ability to work independently with minimal supervision and as a member of a team
- Willingness to work various hours, including weekends and after normal business hours

DESIRABLE QUALIFICATIONS

- Certification as a Community Health Worker (CHW)
- Working knowledge of member engagement and outreach strategies
- Working knowledge of and proficiency in Adobe Acrobat Professional

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 25 pounds
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.