



## CULTURAL AND LINGUISTIC PROGRAM ADVISOR

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**Position Status:** Exempt  
**Reports To:** Quality and Health Programs Supervisor  
**Effective Date:** 06/20/22  
**Revised Date:**  
**Job Level:** P3

### POSITION SUMMARY

Under direction, this position:

1. Leads Cultural and Linguistic (C&L) program activities and projects
2. Coordinates initiatives and projects to advance the Alliance's health equity strategies and departmental workplans by conducting research, gathering, analyzing, and interpreting data and recommending solutions to reduce health disparities
3. Provides subject matter expertise and develops and conducts trainings related to cultural competency and sensitivity for Alliance staff and Alliance network providers
4. Ensures written member materials are designed to motivate members to modify personal health behaviors, achieve and maintain healthy lifestyles, and promote positive health
5. Performs other duties as assigned

### RESPONSIBILITIES

1. Leads Cultural and Linguistic (C&L) program activities and projects, with duties including but not limited to:
  - Coordinating programmatic support to advance the Alliance's health equity strategies related to C&L services
  - Serving as a C&L consultant in internal and external stakeholder meetings
  - Responding to operational issues and questions from Alliance staff and Alliance network providers related to C&L services
  - Reaching out to primary care providers, specialists, community agencies, and Alliance staff in order to maximize C&L program participation
  - Establishing relationships with internal and external stakeholders to gain a clear understanding of provider and member needs
  - Providing subject matter expertise and knowledge of regulatory requirements related to C&L services, including monitoring contractual, legal, and regulatory requirements
  - Coordinating the implementation of new C&L regulatory requirements, including interventions in response to member needs
  - Providing operational guidance to ensure alignment with Medi-Cal, Knox-Keene, and other regulatory and accreditation standards
  - Preparing, reviewing, and updating policies and procedures, program descriptions, evaluation reports, ongoing monitoring reports, and other administrative documents
  - Collaborating with the Quality and Health Programs leadership team on C&L program improvement, planning, implementation, and evaluation to ensure alignment with departmental work plans, organizational goals, regulatory requirements, and state policies

- Overseeing the Alliance Language Assistance Services performed by vendors, such as telephonic, face-to-face, and audio interpreting, and translations services, such as readability, suitability, and translation
  - Reviewing reports from C&L vendors and providing an aggregate summary of vendor performance and compliance to Quality and Health Programs leadership, monitoring vendor performance, providing feedback to vendors, and facilitating on-going vendor relationships
  - Supporting investigations into alleged violations of federal or state non-discrimination laws, and quality assurance concerns related to C&L services
  - Performing in-house translations (Spanish/Hmong), as needed
2. Coordinates initiatives and projects to advance the Alliance’s health equity strategies and departmental workplans by conducting research, gathering, analyzing, and interpreting data and recommending solutions to reduce health disparities, with duties including but not limited to:
- Supporting health disparities reduction efforts, including assisting with identifying gaps in data to measure and understand disparities
  - Performing data analysis related to supporting state and internal reporting, utilizing internal and external data to identify metrics to develop conclusions and make related recommendations
  - Conducting research related to a variety of C&L issues, analyzing information and data, and preparing summaries and reports
  - Collaborating with internal and external stakeholders to identify and address health disparities and gaps in care in order to support health equity measures and improve health outcomes
  - Coordinating member outreach efforts to gather member feedback, evaluating feedback, and providing results and recommendations to the Quality and Health Programs leadership team
  - Preparing narrative and statistical reports, including developing reports and dashboards to perform on-going monitoring of C&L services
  - Supporting the Alliance Population Needs Assessment report, including coordinating population needs assessment member surveys, analyzing data, and preparing summaries and reports
  - Managing large datasets, such as quality health indicators and analyzing data for health disparities
  - Assisting with tracking Administrative Quality Indicators related to C&L initiatives
3. Provides subject matter expertise and develops and conducts trainings related to cultural competency and sensitivity for Alliance staff and Alliance network providers, with duties including but not limited to:
- Overseeing the cultural competency and sensitivity training programs for Alliance staff and Alliance network providers
  - Participating in the development and implementation of Alliance staff and Alliance network provider training and videos on cultural competency and sensitivity intended to improve health outcomes for culturally diverse Alliance members, in conjunction with the Alliance Training and Development staff
  - Designing and recommending enhancements to C&L efforts utilizing best practices, culturally relevant modes of communication, and insights and perspectives generated by impacted and diverse stakeholders
  - Participating in the development of culturally and linguistically appropriate materials for Alliance members, staff and network providers

4. Ensures written member materials are designed to motivate members to modify personal health behaviors, achieve and maintain healthy lifestyles, and promote positive health, with duties including but not limited to:
  - Ensuring that communications and materials enable members to access, understand and use information needed to make informed health-related decisions
  - Providing cultural considerations advice to Alliance departments in developing culturally and linguistically appropriate materials, including the content of member communications, images for the intended audience, messaging, language, and reading level
  - Implementing structure, process, and governance related to reviewing member communications to ensure that materials meet DHCS readability, suitability, and translations requirements and to ensure compliance with Health Education and C&L standards
  - Developing newsletter articles and website content related to C&L, Health Education and Disease Management topics
  - Assisting with tracking of Alliance member health education materials as outlined by regulatory requirements
  - Assisting with the development and on-going maintenance of an Alliance health literacy tool kit to ensure compliance with health education and C&L standards related to member communications and member materials
5. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- Bachelor's degree in Public or Community Health, Human Services, Social Science or a related field and a minimum of five years of experience performing health education or health promotion in a health care setting which included some experience developing and conducting training and performing data analysis (a Master's degree may substitute for two years 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
- Working knowledge of the healthcare industry
- Working knowledge of the principles and practices of health education, health promotion, and health literacy
- Working knowledge of the methods of research, analysis and reporting
- Working knowledge of Medi-Cal and related Title 22 regulations
- Working knowledge of the sociological and economic factors that affect community health
- Working knowledge of health disparities in a healthcare setting and their impact on Black, Indigenous, and people of color (BIPOC) and LGBTQ+ communities
- Working knowledge of the principles and practices of training development and delivery
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint, Adobe Acrobat, Visio, and database software
- Some knowledge of patient/provider cross-cultural communication strategies and cultural competency in a health care setting

- Some knowledge of concepts such as Social Determinants of Health (SDoH) and Diversity, Equity, and Inclusion (DEI)
- Some knowledge of the basic principles and practices of project management
- Ability to plan, organize, coordinate, and prioritize multiple tasks, coordinate activities and projects, and achieve goals and timelines
- Ability to identify issues, conduct research, gather, and analyze information, reach logical and sound conclusions, and offer recommendations and potential consequences
- Ability to effectively, clearly, and independently document, summarize and resolve issues
- Ability to interpret, apply and explain legal, regulatory, and contractual language, policies, procedures, and guidelines
- Ability to conduct research and analyze information and data in order to develop outreach, communication, and training content and materials that promote inclusive engagement of Alliance members
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of responsibility
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct staff and provider training
- Ability to assist with the development of policies, procedures, and guidelines
- Ability to prepare reports, correspondence, and other program documents
- Ability to maintain organized and accurate records
- Ability to facilitate meetings, make presentations, and adjust communication style in order to facilitate collaboration and understanding
- Ability to present information regarding health programs to members, the community and community organizations
- Ability to present information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to foster effective working relationships with providers, community partners, and with individuals at all levels in the organization
- Ability to work independently and make decisions related to areas of functional responsibility

#### DESIRABLE QUALIFICATIONS

- Work experience in a managed care environment
- Working knowledge of patient/provider cross-cultural communication strategies cultural competency in a healthcare setting

#### 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 10 pounds
- Ability to travel to different locations in the course of work

*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.*