



## HEALTH EDUCATOR

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**Position Status:** Exempt  
**Reports To:** Quality and Health Programs Supervisor  
**Effective Date:** 11/23/20  
**Revised Date:** 04/24/24  
**Job Level:** P2

### POSITION SUMMARY

Under limited supervision, this position:

1. Conducts telephonic and in-person outreach and education to members identified as eligible for the Alliance's Quality and Health Program activities
2. Conducts telephonic, virtual, and in-person workshops for members identified as eligible for the Alliance's Quality and Health Programs
3. Plans, organizes, and implements Quality and Health Program interventions and outreach activities in coordination with other Alliance staff and community-based organizations
4. Represents the Alliance in community coalitions and initiatives
5. Provides subject matter expertise and support related to translations and linguistic needs
6. Performs other duties as assigned

### RESPONSIBILITIES

1. Conducts telephonic and in-person outreach and education to members identified as eligible for the Alliance's Quality and Health Program activities, with duties including but not limited to:
  - Working in partnership with the Quality and Health Programs Supervisor, and Quality Improvement and Population Health (QIPH) team to develop, implement and maintain health education and disease management initiatives and programs
  - Providing health education information and referrals over the telephone or in-person to health plan members identified and referred with high-risk conditions on health education topics such as diabetes, asthma, adolescent/adult weight management, and prenatal and postpartum care
  - Assisting with the evaluation of health education and disease management initiatives and programs
  - Preparing and developing training materials using a variety of formats
  - Maintaining appropriate record keeping in internal care tracking systems, including a caseload of referred members, required documentation, and referrals
  - Assisting members with questions or issues that arise related to health program benefits
  - Ensuring that assigned health education and outreach activities meet QIPH goals and objectives
  - Answering general health information questions for members calling the Alliance Health Education Line or referring members to the appropriate Alliance department
  - Assisting the Quality and Health Programs Supervisor with special projects, as assigned

If assigned to Health Education Programs:

- Conducting outreach and education to parents and members referred to the Alliance's adolescent weight management, prenatal, and postpartum programs

If assigned to Disease Management Programs:

- Conducting outreach and education to members referred to the Alliance's chronic disease management programs
2. Conducts telephonic, virtual, and in-person workshops for members identified as eligible for the Alliance's Quality and Health Programs with duties including but not limited to:
    - Conducting community workshops based upon evidence-based and evidence-informed curricula for eligible Alliance members
    - Ensuring adherence to evidence-based and evidence-informed curricula when conducting workshops with members
    - Planning and preparing program content and materials
    - Recruiting members for program participation and assisting members with enrollment and workshop preparation, as needed
    - Maintaining records in the internal care tracking systems, including documentation of member participation in workshops
    - Conducting workshop and program evaluations, participating in the evaluation of feedback from members, and making recommendations for improvement
  3. Plans, organizes, and implements Quality and Health Program interventions and outreach activities in coordination with other Alliance staff and community-based organizations, with duties to including but not limited to:
    - Collaborating with health care partners and community-based organizations to develop, implement and facilitate group classes on adolescent weight management, disease management, and other specific health education related topics
    - Working with local health coalitions to develop and implement outreach activities to target member groups
    - Collaborating with the Quality and Health Programs Manager, Quality and Health Programs Supervisor, and the QIPH team to develop and implement evidence-based health promotion interventions and ensuring that such interventions are culturally and linguistically appropriate for the Alliance's diverse membership
    - Identifying and promoting low cost, low health-literacy, culturally and linguistically appropriate health education materials
    - Coordinating telephonic member referrals to external programs such as Women, Infants and Children (WIC), Head Start, Comprehensive Perinatal Services Program (CPSP), SNAP-Ed, and other social and community services
    - Engaging in a variety of outreach campaigns, including talking with members to obtain feedback and to assess any barriers or challenges to participation that members may have
    - Supporting members' self-management efforts by referring them to Alliance approved clinical health education providers and additional community resources
    - Supporting emergency outreach activities, including contacting members to assess needs, and identifying any barriers to meeting those needs
  4. Represents the Alliance in community coalitions and initiatives, with duties including but not limited to:
    - Establishing effective working relationships and professional contacts with service agencies and community resources

- Identifying existing member health problems and developing referrals to and coordinating with existing community resources and programs
  - Participating on committees and representing the Alliance at external meetings, as assigned
5. Provides subject matter expertise and support related to translations and linguistic needs, with duties including but not limited to:
- Performing in-house translations (Spanish/Hmong), as needed
  - Performing quality control reviews (Spanish/Hmong), as needed
6. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- Bachelor's degree in Public Health, Community Health, Health Education or a related field and a minimum of three years of experience in health education, which included some experience conducting health education and/or disease management workshops in the community (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), depending upon work location
- Working knowledge of the principles and practices of delivering evidence-based and evidence-informed curricula with community members
- Working knowledge of the principles and practices of health education and health promotion, including program planning, design, and evaluation
- Working knowledge of group dynamics and the theories and techniques of teaching and learning for youth and adults
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook and PowerPoint
- Some knowledge of Medi-Cal and related Title 22 regulations
- Some knowledge of the sociological and economic factors that affect community health
- Some knowledge of the process of behavior change
- Ability to develop, promote and implement a variety of health education information, outreach and health education programs and materials
- Ability to present health information programs to members, the community and community organizations
- Ability to present information about Alliance health programs and workshops in a positive and engaging manner
- Ability to conduct research and analyze information in order to respond to inquiries from members, develop outreach and training content and materials, and evaluate program effectiveness
- Ability to coordinate multiple projects simultaneously, organize work, respond to changing priorities, and achieve goals and timelines
- Ability collect and analyze data to identify community needs prior to planning, implementing, monitoring and evaluating programs
- Ability to maintain accurate records and filing systems

- Ability to interpret and apply policies, procedures, standards, and guidelines
- Ability to communicate and work effectively with groups and individuals from a variety of socioeconomic and cultural backgrounds
- Ability to foster effective working relationships with individuals at all levels of the organization and with community partners
- Ability to work independently with minimal supervision and as a member of a team

#### DESIRABLE QUALIFICATIONS

- Experience working in a managed health care environment
- Some knowledge of the principles and practices of public health and health promotion
- Some knowledge of local community resources available to health plan members

#### 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
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

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*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.*