

JOB DESCRIPTION

POSITION TITLE:	Community Centered Health Homes (CCHH) Coordinator
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Chief Operations Officer
EDUCATION:	Bachelor degree in Communications, Social Sciences or Behavioral Sciences or relevant fields
WORK EXPERIENCE:	1 – 2 years of experience working in a community setting that assist the underserved community and population preferred
SALARY MINIMUM:	TBA
SALARY MAXIMUM:	TBA
FLSA STATUS:	Full-time
POSITION TYPE:	Non-Exempt
LANGUAGE:	Bilingual in English and Spanish/Chinese/Arabic/ or Burmese preferred

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

The Texas Community-Centered Health Home (CCHH) Initiative aims to advance health equity and community resiliency by enhancing the capacity of HOPE Clinic and community partners to serve as effective collaboration in community prevention and health impact. The CCHH Coordinator serves as an administrator in support of the CCHH initiatives and carry out many of the planned activities according to the CCHH work plan. A Community-Centered Health Home (CCHH) not only acknowledges that community conditions outside the clinic walls affect patient health outcomes; it actively participates in improving them.

MAJOR DUTIES & RESPONSIBILITIES:

- Coordinate the design, development, and implementation of initiatives to create healthier communities by promoting community-level prevention (***Community prevention:** Taking action to improve community conditions that impact health and safety outcomes by implementing comprehensive strategies including policies, systems and environmental changes).
- Provide direct support to volunteers, community partners, and other staff. Receive directions from CCHH Core Leadership and represent clinic leadership in the clinic's CCHH efforts.
- Develop partnerships and collaborations to plan and execute community prevention actions.
- Facilitate communication among the clinic leaderships, staff and the community
- Encourage action to support community voice in guiding clinical priorities in CCHH work.

- Produce and disseminate documents relevant to CCHH work to clinical staff, organizational partners and the public.
- Ensure appropriate staff training on the CCHH model.
- Facilitate/support organizational culture change and clinic capacity building to align with the CCHH Model.
- Improve institutionalization of CCHH values, perspectives, responsibilities, and activities across the organization.
- Coordinate CCHH evaluation efforts.
- Perform other duties as assigned to support HOPE Clinic's Visions, Values and Mission Statement.

QUALIFICATION REQUIREMENTS:

- 1 – 2 years of experience working in a community setting that assist the underserved community and population prefer.
- Basic knowledge of a public health and community perspective and approaches; emphasizing population health and community prevention strategies.
- Experience with developing and implementing work plans in collaboration with teams and partners.
- Understand local culture, context, and politics.
- Knowledge of and experience in developing, implementing and working in a community initiatives.
- Demonstrate ability to foster and effectively partner in collaborative community efforts.
- Demonstrate ability to effectively communicate with service staff and providers, decision-makers and community members, including translating complex topics into understandable messaging.
- Assist with budget monitoring and financial reporting.
- Skills in identifying and following-up on successes, challenges and opportunities for advancing CCHH work, as they unfold throughout the project.
- Ability to work independently and in groups.
- Demonstrate skills in public speaking and developing presentations.
- Working knowledge of MS Office Suite.
- Solid understanding of project management principles
- Excellent communication (oral and written) and presentation skills
- Outstanding organizational and planning abilities
- Proficient command of English

EDUCATION and/or EXPERIENCE:

Bachelor degree in Communications, Social Sciences, Behavioral Science or as relevant.

LANGUAGE SKILLS:

Bilingual in English and Spanish/Chinese/Arabic/or Burmese preferred.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measurements, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagrams or schedule forms.

OTHER SKILLS and ABILITIES:

- Community organizing experience
- Bilingual skills
- Familiarity with the clinic's work and priorities, alignment with mission
- Ability to interpret and disseminate data and research related to determinants of health or other CCHH work.
- Experience with clinical operations.
- Community organizing experience
- Organization skills
- Familiarity with the clinic's work, priorities and understanding clinic's mission
- Ability to interpret and disseminate data and research related to determinants of health or other CCHH work.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

CUSTOMER RELATIONSHIPS:

Follow through with inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements

HOPE Clinic is a smoke free workplace in compliance with federal guidelines.