



## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Maternal Upstream Management (M.U.M.) Community Advocate
<b>LOCATION:</b>	HOPE Clinic – Alief Community
<b>REPORTS TO:</b>	M.U.M Project Coordinator
<b>EDUCATION:</b>	High School Diploma or GED required
<b>WORK EXPERIENCE:</b>	1 year of community outreach or relative work experience preferred
<b>SALARY RANGE:</b>	Commensurate with experience
<b>FLSA STATUS:</b>	Temporary Contractor
<b>POSITION TYPE:</b>	Part-Time, Temporary (contingent upon grant)
<b>LANGUAGE:</b>	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is 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:**

In conjunction with the Alief Super Neighborhoods Council, HOPE Clinic is hiring for The M.U.M. Community Advocate position. This position will be responsible for engaging with the Alief community in regards to maternal health and for meeting the goals of the M.U.M. project grant. This project addresses social and environmental effects that are detrimental to maternal and birth outcomes for women and their families in the Alief neighborhood. This position will include attending meetings, outreaching to, and educating the community on maternal and child health related issues, and the importance of access to healthcare services. The community advocate will also be responsible for understanding their community’s needs and directing Alief residents to needed services as well as serving as a voice for the community.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Serve as primary liaison between cultural and ethnic groups and project coordinator;
- Attend meetings with community members and organizations to discuss MUM project;
- serve as community educators on maternal health;
- Track all referrals (type, number, and outcome), both internally and externally, and assure referrals are completed with appropriate timeline;
- Provide bi-weekly/progress reports on MUM meetings with their communities to project coordinator;
- Provide information to community residents on community issues and/or concerns;
- Ensure timely submission of paperwork and reports;
- Positively contribute to team morale and corporate culture;

- Ensure that work assignments and information gathered from day to day work is not shared with non-authorized persons, protecting all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality;
- Advocacy and awareness for mainstream agencies;
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

**QUALIFICATION REQUIREMENTS:**

- Knowledge of and experience in developing, implementing and working with community;
- Interest or knowledge of maternal and infant care;
- Basic computer skills;
- Written and oral communication skills and other languages;
- Skills related to communities and families;
- Must be able to handle multiple tasks, complexity, and diversity of people.

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED is required;
- Experience working with community preferred.

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**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 instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred;
- Above average skills in language ability as well as public speaking and writing;
- 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 patients, 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.

**ALIEF RESIDENTS RELATIONSHIPS:**

Follow through with Alief residents' 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.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at

the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*