



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

Job Title: Community Health Coordinator

Department: Strategic Initiatives - Community Health

Reports To: Community Health Initiatives Manager

FLSA Status: Exempt

Reviewed: 9/30/2021

FUNDING NOTICE: The position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 Notice: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

MISSION STATEMENT

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

SUMMARY

The Community Health Coordinator will address a broad range of health issues while providing ongoing community resources. The position will deliver services through one-on-one interactions or in group sessions that can take place in homes or community settings.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Provide customers with coaching on health, mental health, and nutrition services.
- Assist families to sustain the social, health, economic, behavioral, and emotional functioning of individuals and families.
- Provide information on careers in the medical/healthcare field of customers working on career goals.
- Conduct outreach to communities served by HRCAP, ensure that individuals and families have access to available healthcare resources.
- Assist with making referrals of qualified customers to clinics and providers serving the community.
- Conduct workshops on nutrition, opioid abuse, pain management, and vaccine efficacy.
- Develop and deliver culturally appropriate informational literature (brochures and flyers) into the community.

- Plan and conduct workshops to provide information on vaccines.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review, or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs.
- Maintains confidentiality of department issues and documentation.
- Provides assistance to other employees or departments as needed.
- Represent the organization in professional, civic, and community groups as requested by the COO.
- Serve as site coordinator for individuals requiring internship hours with HRCAP.
- Performs other related duties as required.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- The ability to develop project proposals, reports, service agreements, RFP's, grant applications, timelines, budgets as well as other documents and presentations.
- Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships.
- Relationship building skills with leaders in government, business, higher education and other related industry groups and associations.
- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

SUPERVISORY RESPONSIBILITIES Staff assigned by Supervisor.

SAFETY RESPONSIBILITIES In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Obtain membership with the Virginia Community Health Work Association within six months of employment.
- Obtain Community Health Worker certification within 90 working days of employment.
- Master's degree in Human Services field, Social Services, Sociology, Human Services, Psychology, and a minimum of five to seven years of appropriate and related experience with public assistance program administration.
- Experience with program eligibility evaluation.
- Must possess experience working with TANF and VIEW eligible clients.
- Expertise in MS Office-Excel, PowerPoint, and Word.
- Criminal record check, driving record and credit report required for employment.
- Track record for maintaining and deepening relationships with clients, community partners, etc.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

LEADERSHIP COMPETENCIES

Initiative and Drive for Strong Results

Strong Decision-Making Skills

Business Acumen

Customer Focus

Organizational Agility

Planning and Implementation

Managing Purpose and Vision

Building Effective Teams

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess or be eligible to obtain LCSW license. Additionally, position requires valid driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LIGHT

Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MODERATE

Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Community Health Coach will be measured by the following standards:

1. Number of healthcare professionals hired in the community (Southside and Peninsula).
2. Number of health, mental health, and nutrition workshops held.
3. Number of successful referrals made to service provider network partners.
4. Number of partnerships and MOUs signed.
5. Quality and level of effectiveness in building community relationships among service partners to ensure residents obtain employment.
6. Ability to leverage employer and partner support to advance identified community health professionals.
7. Coordination with staff in planning and orchestrating HRCAP initiatives relevant to program needs and strategic direction.
8. Overall contribution to the achievement of the organization's mission and objectives.