



HEALTHY FAMILIES PROGRAM COORDINATOR

Reporting to the Healthy Families Program Manager, the Healthy Families Program Coordinator is responsible for the coordination and implementation of Mano a Mano Healthy Families Program's Access to Care and Health Education initiatives. Responsibilities include ensuring the achievement of programs' outcomes, scheduling training sessions, recruiting and providing case management to program participants, coordinating the recruitment and training of Community Health Case Workers; collecting and reporting data on program participation and demographics. The Program Coordinator is responsible for the oversight, supervision, and evaluation of all Community Health Case Workers and any additional program staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Other duties may be assigned)

Program Administration, Development and Implementation (30%):

- Guarantees that program complies with best practices and methodologies in Health Literacy framework.
- Ensures that program staff and volunteers comply with appropriate professional development training.
- Recruits and coordinates staff including but not limited to Community Health Case Workers (CHCW) .
- Monitors the achievement of programs' goals and objectives, evaluates the efficiency and effectiveness of program and implements best practices;
- Oversees and tracks the work of the CHCW;
- Ensures achievement of program metrics- include goals specified by grants and other goals as identified by agency management.
- Ensures compliance with organization policies and procedures as they relate to the program;
- Ensures compliance with program related grant requirements;
- Provides support in the preparation of clear and concise reports and submits reports in a timely manner.

Case Management and Health Literacy (70%)

- Utilizes screening tool to evaluate needs of immigrants and their family members from a holistic perspective with focus in health;
- Assesses clients' eligibility for relevant services and benefits;
- Develops and monitors client service plans and provide ongoing assistance as needed to ensure clients' needs are met and situations are stabilized;
- Provides ongoing Health Literacy sessions either in an individual or group setting on relevant health topics aligned with health priorities prevalent in the Hispanic community;
- Connects clients' with other relevant programming at Mano a Mano and identifies other pertinent services available in the community;
- Educates approved Medicaid/Medicare/Marketplace/All Kids clients on how to properly use their insurance (preventative services, appropriate use of emergency room, etc.);
- Helps eligible clients identify and connect with PCP and/ or medical home;
- Ensures to keep track of the data accurately and record on the respective databases;
- Provides follow up communication to clients to assess client's progress on service goals and identify any ongoing needs or challenges to receiving services;
- Measures and analyzes changes in client knowledge gained during the small presentations and how it is being implemented.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be fluent in English and Spanish (written and spoken), must demonstrate excellent people skills, experience in working directly with customers/clients on a one-on-one basis; must be able to work well in a fast-paced environment; be willing to learn; excellent communications skills; sensibility to people's needs; good understanding of immigrants' issues; must be a team player, self-starter, and computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet).

Education: This is a professional position therefore an Associate's Degree in Social Work, Human Services or related field, is preferred. It requires experience working with immigrants and sensitivity towards immigrants' issues (or an equivalent combination of all of the above; ex: if a candidate does not have a degree, but can demonstrate previous years of experience in the field, he/she would be eligible).

Physical Demands: 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. While performing the duties of this job, the employee is regularly required to canvass the community, access community businesses and organizations, operate normal office equipment and use a computer for extended periods of time.

Transportation: Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability. Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation.

To apply, email the following to Carla Rosales, crosales@mamfrc.org: resume and cover letter with subject line: Community Health Case Worker.



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