



## MANO A MANO FAMILY RESOURCE CENTER

**Job Title:** Community Health Education and Outreach Coordinator

**Reports to:** Community Health Education Manager

**Employment Status:** Full-time, salaried.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrants and their families living in Lake County, Illinois to become full participants in American life. Our vision is an integrated Lake County where everyone has access to opportunity and paths to success. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park and with community-sites throughout Lake County, Mano a Mano serves more than 4,500 immigrants annually from across Lake County and surrounding areas.

### **SUMMARY:**

The Community Health Education and Outreach Coordinator works with community members to build their capacity to understand and manage their health and the health of their families. The Coordinator builds and maintains deep and authentic relationships with community members, other local organizations, and groups by providing consistent, thoughtful, accurate, and relevant health information to the community. The Coordinator develops culturally relevant materials and events to promote health in the community in English and Spanish. The Coordinator is knowledgeable about community resources and services, as well as public benefits available to community members and acts as a referral resource in the community, helping community members connect to the services that they need to live healthy lives. Together with program and organizational leadership, the Coordinator also engages in program planning and design, data collection and analysis, and grants management when necessary. The Coordinator's efforts are guided by the organization's health priorities, which are evidence-based and responsive to our community's needs. Responsibilities include ensuring the achievement of programs' outcomes, scheduling training sessions, collecting and reporting data on program participation and demographics. The Program Coordinator is responsible for the oversight, and evaluation of Community Health Workers staff.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The activities of this position may evolve with the development and implementation of project plans.*

### **Program Administration, Development, and Implementation**

- Monitor and evaluate programmatic strategies, success indicators, and strategic goals and identify/implement tactical adjustments as needed to achieve goals.
- 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 and compliance with program related grant requirements.
- Report to the Program Manager on programs' progress, challenges, and opportunities.
- Ensure the integration and interaction across the programs, ensuring that members of the community receive comprehensive and multi-dimensional health supportive services that respond to individual and community needs.
- Build relationships with existing and new partners advancing the objectives of the programs and organization and the interests of our community.
- Evaluate needs of immigrants and their family members from a holistic perspective with focus in health.
- Develop and monitor client service plans and provide ongoing assistance as needed to ensure clients' needs are met and situations are stabilized.
- Connect members of the community with other relevant programming at Mano a Mano and identify other pertinent services available in the community.
- Provides support in the preparation of clear and concise reports and submits reports in a timely manner.

### **Community Education and Outreach:**

- Build rapport and connection with community members in an empathetic manner.
- Perform outreach to community residents using Mano a Mano's existing programming and networks, organizing outreach and education events, and attending virtually community events.
- Oversees and tracks the work of the Community Health Workers and ensures achievement of program metrics.
- Provide ongoing health literacy sessions on relevant health topics either in an individual or group setting.
- Measures and analyzes changes in knowledge gained during the small presentations and how it is being implemented.
- Build and maintain relationships with local community members, developing his/her own trust and standing in community, while advancing the reputation and role of the organization.
- Develop and maintain relationships with various stakeholders to advance the goals of the project and the effectiveness of project implementation.

- Create and disseminate culturally and linguistically relevant materials to educate community members to advance the project goals.
- Perform grassroots-style outreach in targeted communities, making and building local connections.
- Connect community members with relevant and up to date resources and services throughout Lake County.
- Provide follow up to potential and existing program participants.
- Attend meetings, trainings and events related to the program.
- Coordinate vaccine events related to COVID19 and influenza.
- Participate with coordination between Community Health Workers and volunteers.

**Relationship Management:**

- Coordinate relationships between project partners and supporters, ensuring positive and productive relationships that advance the goals of the project and the good of the community.
- Coordinate all communication between partners and other stakeholders about the scope, progress, and all other details of the project, so that all stakeholders have full understanding of the project and expectations for participation.
- Establish links with partnership agencies to ensure successful referrals of community members to existing resources and services.
- Participate in relevant committee coalitions and committees that advance the goals of the project and contribute to relationship development with local partners.

**Knowledge and skills:**

- Ability to meet deadlines and prioritize among many competing important projects.
- Ability to work independently and manage project details and ensure completion of tasks without a lot of direct supervision.
- Strong ability to engage and motivate stakeholders to not only complete the project, but also to become ambassadors for the project to the community at large.
- Strong oversight skills to manage a multi-faceted team and program.
- Aptitude for working in a culturally diverse environment and possess the ability to interact with multiple constituencies in a respectful and meaningful manner.
- Strong Computer skills and strong data entry skills.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be fluent in English and Spanish, must demonstrate excellent people and communications skills, sensibility to people's needs, good understanding of immigrants' issues and of the adult basic education field; must be a team player, self-starter, and computer literate. This is a professional position and requires a minimum of bachelor's degree in Public Health, Human Services, or related field, 3 years of professional relevant job experience, or a combination of the above. The position requires experience working with immigrants and

sensitivity towards immigrants' issues. Reliable personal transportation and a valid driver's license.

**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.

Must have the COVID 19 vaccination card and it is crucial to follow the Covid-19 personal protection guidelines. Must have transportation, valid driver's license and car insurance

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 workplace free of sexual harassment and intimidation.

To apply, email the following to Carla Rosales, [croales@mamfrc.org](mailto:croales@mamfrc.org): resume and cover letter with subject line: Community Health Education and Outreach Program Coordinator