

East Lake Foundation
Job Description
Program Coordinator, East Lake Healthy Connections (ELHC)
March 2014



Position Information	Contact Information
Position Title: Program Coordinator, East Lake Healthy Connections	Hiring Manager Name: Rhonda Fischer Hiring Manager Title: Chief Operating Officer, East Lake Foundation Program Consultant and Hiring Coordinator: Marla Oros, Mosaic Group
Date Requested: March 2014	Marla Oros Phone: 410-433-1423 E-mail: moros@groupmosaic.com
# of Positions Available: 1	All Applicants are subject to a CREDIT, CRIMINAL, BACKGROUND, and MVR SCREEN. Company offers excellent benefits and competitive compensation.

POSITION SUMMARY:

East Lake Healthy Connections (ELHC) is a new, grant funded program of the East Lake Foundation (ELF). The program is being launched to ensure that all eligible East Lake families (primarily in The Villages of East Lake and at Drew Charter School) are enrolled in health insurance programs, connected to accessible medical homes, and able to appropriately utilize primary and preventive health care services.

The Program Coordinator of the ELHC reports to the manager of the East Lake Foundation's of Resident and Community Support Program.

The Program Coordinator provides leadership to the overall ELHC program including supervision of the ELHC Family Advocate staff. The Program Coordinator is responsible for assuring that program goals and objectives are met by providing oversight to health promotion and education activities conducted in the East Lake community consistent with funder requirements and deliverables. This position assumes lead responsibility for ongoing partnership cultivation and development, management of direct service delivery provided by key staff of the program and documentation and reporting requirements.

POSITION QUALIFICATIONS:

- At least four years' experience working in a community-based service delivery/case management/home visiting role, at least one year management experience preferred.
- Demonstrates exceptional communication, fiscal management and managerial skills
- Experience in working with community organizations, health care providers and multiple levels of health and human service professionals and paraprofessionals
- Knowledge of the health care delivery system.
- Valid driver's license in the state of Georgia and ability to drive as part of the position
- Bachelor's Degree in nursing, social work, or public health required. Master's degree in nursing or social work preferred.

SPECIFIC KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES:

- Exceptional interpersonal and communication skills
- Ability to develop trusting relationships with clients for service delivery
- Organized and able to motivate others
- Good documentation skills
- Knowledge of the continuum of health and human services needed for individuals to improve their health and quality of life
- Ability to model strong case management skills and mentor staff
- Good public speaking skills
- Charismatic, personable, and motivational in working with individuals of all ages
- Energetic and enthusiastic

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- Proficient in Microsoft word and excel

EXPECTED RESULTS:

- ELHC is successfully launched in year one and program goals for years 1-3 are met
- ELHC is well known among East Lake residents and families actively participate in its services
- ELHC establishes and maintains productive and constructive partnerships with community health and human service providers
- ELHC has a well trained staff that are able to develop trusted relationships in the community
- ELHC is able to link residents to insurance, a medical home and learn skills to successfully practice primary and preventive health care to better manage disease and improve their health

PRIMARY RESPONSIBILITIES:

- Participate in recruitment and hiring of Family Health Advocate staff.
- Work with ELF leadership and consultants to finalize development of program protocols and training curriculum for staff.
- Assist in developing new educational and training materials as needed.
- Oversee ongoing implementation of promotion and marketing activities necessary to engage East Lake families into ELHC services.
- Plan and oversee implementation of community events as part of the ELHC promotion and marketing plan.
- Approve all new referrals to the program.
- Assign ELHC staff to respond to group and individual services and develop a regular schedule and case load for EHC staff.
- Provide direct services, back-up coverage and assist Family Health Advocates in assuring that ELHC clients receive services needed.
- Maintain an ongoing database of community resources needed by ELHC clients.
- Meet on a periodic basis, as needed, with community partners to maintain relationships and collaboration.
- Meet regularly with ELHC Family Health Advocates for supervision of client services.
- Provide direct supervision in the community of Family Health Advocate activities and provide mentoring and coaching as necessary for ongoing staff development.
- Assist in establishing a client and program documentation and outcomes reporting system.
- Regularly review client documentation for comprehensiveness and accuracy.
- Conduct performance evaluations of Family Health Advocate staff according to ELF policy.
- Work with the ELF Database Administrator to ensure that ELHC data is entered into the database properly and reporting requirements are met
- Produce regular reports as required.
- Participate in professional development opportunities.

Plus additional duties as required.

SECONDARY RESPONSIBILITIES:

- Attend Foundation and community events and meetings, as needed

WORK ENVIRONMENT:

- Job requires flexible hours (including evenings and weekends) to meet the program's service delivery needs
- Daily local travel to community partners and client homes required