

TRI-COUNTY HEALTH NETWORK



Position: Community Outreach Manager

Direct Supervision: Executive Director

Status: Exempt, Full-Time

SUMMARY:

Under the general direction of the Executive Director, this position supports the continued growth and development of Tri-County Health Network's (TCHNetwork) health equity work. This involves internal capacity building, community outreach and engagement, building community relationships, providing cultural competency education and resources throughout the region, and overseeing cultural inclusivity and advocacy activities. The Manager is also the lead in managing multiple TCHNetwork Community Outreach Programs across our rural region, including our programming that works to empower, engage, organize, and advocate on behalf of our multicultural population. Duties include managing day-to-day program operations; supervising and developing field team; providing direct services to clients; establishing relationships with stakeholders; promoting programs; improving staff productivity; increasing client participation; and ensuring program sustainability.

DUTIES AND RESPONSIBILITIES: *May include the following, and other duties as assigned:*

1. Develop and maintain operations manual for each program to ensure best practices are in place, programs are operating efficiently, and quality service/care is provided
2. Manage day-to day program operations and supervision of program team working throughout the region to promote health and racial equity across the region
3. Select, orient, train, manage, counsel, discipline and direct program team members on a daily basis
4. Develop clear goals and objectives for performance management and effectively communicate accountability. Coach and mentor team to reach goals
5. Oversee data collection and prepare reports on program outcomes and develop and utilize productivity reports to assess performance of entire team
6. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction
7. Implement and evaluate strategies to improve employee performance including performance improvement plans and making final determination on terminations of employment
8. Hold 1:1 meetings with direct reports and monthly team meetings to foster excellent communication and belonging
9. Act as a working supervisor, providing direct services to bilingual clients, and remain available to provide coverage for staff
10. Regularly review client satisfaction and conduct fact-finding investigation of grievances or complaints of clients, as applicable

11. Ensure confidentiality of all client information and team performance/compliance
12. Address population inclusivity and diversity when planning, implementing, adapting, and evaluating TCHNetwork programs and policies
13. Evaluate and monitor program needs, identify unmet needs and revise programs as needed to effectuate change
14. Establish and maintain partnerships across the community and within the organization
15. Identify and cultivate program “champions”
16. Develop and maintain internal and external mechanisms for effective communications, best practices, and outreach regarding community engagement and programming. Train and educate TCHNetwork team on these practices
17. Engage members of the community, partners from different organizations, and our team in health equity and cultural competency work. Facilitate relevant training workshops to empower community members, partners, and staff to champion health equity in the spaces where they live and work
18. Oversee the promotion, staffing and coordination of community events to grow TCHNetwork’s presence. Track and measure engagement from community events and create metrics to demonstrate impact, using that input to refine outreach strategy
19. Act as a key member of the marketing/communication team to help promote programming and TCHNetwork as a whole. Ensure all communication and outreach materials are translated in Spanish and are culturally-appropriate to target audience
20. Participate in required trainings, continuing education, and monthly conference calls
21. Keep up to date with social and political current events occurring locally as well as nationally that might affect this position as well as TCHNetwork
22. Assist in grant writing to support program sustainability and help identify new programming to meet the needs to our community
23. Other duties as required to ensure the success of each program and TCHNetwork.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- Thorough understanding, sensitivity, and appreciation for equity, cultural humility and inclusiveness
- Bachelor's degree in relative field or an equivalent combination of education and relevant professional experience
- 2 years minimum of relevant professional experience, ideally in equity advocacy or systems change efforts, including experience working in or with communities of color and diverse populations and working in multi-disciplinary, multi-cultural, and multi-sectoral partnerships.
- 3 years minimum of experience managing a team of 3-6 entry level positions
- 5 years minimum direct experience in advocacy or community engagement
- Proficient with MS office
- Experience/familiarity working with volunteers and growing a volunteer base
- Fluency in Spanish and English languages, both oral and written

- Excellent public speaker and community engager

PREFERRED QUALIFICATIONS:

- Master's degree in Public Health or a related field
- 5 years of successful program management experience including staffing and promotion
- 3 years working in equity/diversity/inclusion fields in health care settings
- 2 years lived or work in a rural community
- Experience conducting trainings on implicit bias, racism, tolerance, and/or inclusivity/belonging
- Skilled in group facilitation
- Demonstrated capacity and ability to manage start-up initiatives and determination to achieve outcomes
- Sensitive to the interests of a wide-range of stakeholder groups, strategic partners, elected officials, and peers.
- Commitment to and connection with rural communities who experience health equity challenges

REQUIRED SKILLS:

- Passion for community engagement, health advocacy, and community education
- Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence).
- Demonstrated leadership skills and ability to facilitate meetings producing high quality results
- Willingness to work flexible hours (some nights/weekends)
- Ability to manage multiple projects with geographically dispersed teams simultaneously
- Demonstrated ability to meet deadlines
- Ability to receive and utilize constructive feedback
- Ability and willingness to work collaboratively with leadership and cross-functional teams
- Innovative, energetic, well organized, and self-directing

OTHER:

Requires local and regional travel. Must have reliable transportation to travel as needed and comfortable driving in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule including evenings and weekends, as applicable.

LOCATION:

Telluride, CO. No relocation assistance available.