

**Health Net of West Michigan
Job Description**

Position Title: AHC Site Coordinator	
Department: Programs Operations	
Supervisor: Community Engagement Manager	Approval Date: March 2018 Update: March 2018

PART I: DESCRIPTION OF POSITION

Position Summary:

The Accountable Health Communities Site Coordinator is directly responsible for supporting and engaging the AHC screening site partners. Key responsibilities include creating and monitoring clinical site profiles; analyzing and distributing screening site data reports; evaluating the screening process and quality improvement efforts; maintaining all site materials and supplies; interacting with senior internal and/or external personnel on significant matters; and supporting the mission, vision, values and key strategies of Health Net and the organizations with which it interfaces . This position will work as a member of an interdisciplinary Health Net program operations team, supporting Health Net’s efforts to assist individuals/families address Health Related Social Needs (HRSN), and to achieve health equity for individuals/families.

Essential Job Duties and Responsibilities:

- Work closely with site staff to orient, train and support them as they learn to utilize the support services Health Net provides. Monitor their satisfaction and challenges encountered and provide solutions (with assistance from internal AHC Team as needed).
- Maintain good communication and teamwork among the site staff and other relevant partner staff.
- Create and monitor clinical site profiles and timelines in collaboration with clinical sites.
- Observe and enhance workflows at screening sites.
- Maintain and update all clinical site materials and distribute and restock regularly.
- Be a liaison between clinical sites and HN for all questions, concerns, and project feedback.
- Report data results on AHC project progress to site partners.
- Develop and maintain good working relationships with key people at selected state, county and community organizations and agencies.
- Co-develop, implement, and evaluate an ongoing quality assurance program with the internal AHC Team.
- Support the mission, vision, values and key strategies of HNWM and development of collaborative relationships with the organizations that interface with the agency.
- Collaborate with HNWM leadership and decision-makers to identify and solve a variety of problems and to clarify organizational objectives.
- Other job duties and responsibilities as assigned.

This description is not meant to be all-inclusive and may be modified from time to time at the discretion of management.

PART II: QUALIFICATIONS

Education, Skills and/or Experience:

- Bachelor's degree in health, human services, or related field preferred or equivalent experience working within hospital/clinical settings.
- Familiarity and comfort with working in a hospital setting and with clinical professionals.
- Experience and confidence in facilitation of large groups and/or trainings.
- Ability to problem solve and creatively offer best practice solutions to complex issues.
- Strong analytical ability necessary with a focus on quality improvement practices.
- High-energy person who takes initiative with a positive outlook and can manage ambiguity and change.
- Strategic vision and the ability to see the interconnectivity of opportunities and responsibilities.
- Strong relationship building and public speaking skills.
- Self-directed and able to manage responsibility and tasks independently.
- Experience in collective impact work, or fields relevant to assigned responsibilities.
- Project management experience and ability to multitask and navigate the field effectively both within updated technological systems and community development models.
- Proficient computer skills in Microsoft Office computer applications and CRM software.
- Ability to work under multiple deadlines, producing exceptional results.
- Evidence of strong written and verbal communications skills.
- Successful experience working as part of a multidisciplinary team and working effectively with persons from diverse cultural, social and ethnic backgrounds.
- Evidence of effective work beyond areas of relevant field of practice and technical skills in one or more core programming areas (family income and assets; community assets; food, health and wellbeing; education and learning; civic and philanthropic engagement; racial equity) that support the mission of the Health Net of West Michigan.

PART III: SCOPE

Professionalism / Standards of Conduct:

- Demonstrates self-directed, self-motivated, responsible behavior.
- Is able to think independently and make sound judgments.
- Is able to use a high level of critical thinking skills in order to make sound assessments, implement plans and re-evaluate health outcomes.
- Maintains high level of confidentiality and is non-judgmental.
- Demonstrates a high level of cultural competency in the daily performance of duties.
- Informs supervisor of challenges; seeks guidance as needed.
- Is flexible with schedule, tasks and settings.
- Recognizes when there is a need for adjustment and flexibility.
- Supports and cultivates self and fellow team member's growth and development.
- Assumes responsibility of continuing education and improvement to enhance skills.
- Demonstrates and utilizes knowledge of appropriate resources within the company, health care system, and community.
- Demonstrates excellent customer service performance on all contacts with internal and external customers, with attitude and actions that are consistent with the organizational values listed below.
- Ability to discuss and understand the issues that surround health equity and health care systems.
- Follows all federal, state, and local laws/regulations and Health Net of West Michigan policies and procedures.

PART IV: WORKING CONDITIONS

Physical Demands/Work Environment:

- Employee is regularly required to sit, stand, walk, reach with hands and arms, talk, and hear.
- Ability to lift and/or move up to 30 pounds.
- Moderate level of stress caused by tight deadlines.
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time.
- Daily travel within county limits is required
- Travel within the community to areas which are not barrier free.
- Possible work outside of normal business hours.
- The somewhat open floor plan requires the ability to work in an office environment with moderate noise levels and activity.

The following organizational values have been identified by Health Net of West Michigan as required of all employees:

- *Acting with compassion, caring, and sensitivity*
- *Honoring diversity and respecting cultural differences*
- *Striving for health equity*
- *Empowering individuals*
- *Educating self and others*
- *Maintaining a positive workplace*
- *Working together to achieve individual and community health goals*
- *Making issues known and offering solutions*
- *Showing respect to others*
- *Acting with integrity*

Successful leadership within our organization and community is key to improving the health of Kent County residents. Below are leadership qualities that Health Net strives to uphold:

Informed Decision Making – Leaders take a strategic approach by viewing decisions from multiple perspectives to account for areas that may be affected and ensure evidence based practices are used in the process.

Communication – Leaders foster collaborative, trustworthy relationships within teams by practicing active listening skills as well as facilitating open and meaningful dialogue to establish effective communication practices.

Innovation – Visionary leadership inspires others to think beyond what you can touch and venture beyond what you can see by nourishing new ideas and encouraging creative approaches to complex situations.

Client-Focused – Leaders understand that in order to foster successful client results a multi-faceted approach is necessary. By listening to clients, creating a safe and non-judgmental space, and focusing on their natural talents, leaders maximize client strengths and empower them to take action.

Structure – Leaders understand that accountability and guidance are crucial to the success of an organization. By establishing functioning systems, processes, and positions leaders establish a healthy structure under which we can achieve our common goals.

My signature below indicates I have read and understand this job description and the organizational values.

Employee Signature

Date

Supervisor Signature

Date