

**Northside Leadership Conference
Health Angels Coordinator
Position Description**

Purpose

To implement the Health Angels Community Health Outreach Program to improve quality of life for Northside residents and to reduce their use of high cost crisis medical services.

This position will be responsible for helping consumers and their families to navigate and access community services, health services and other resources, and to adopt healthy behaviors. This position will work through an integrated approach to care management and community outreach, providing social support and informal counseling, advocacy for individuals and community health needs, and providing referrals for health screenings and services responsive to the individual needs of each consumer.

Authority

This position will:

- report directly to the Executive Director.
- work in close collaboration with the Northside-AGH Partnership Coordinator.
- work collaboratively with other NSLC staff.
- work closely with NSLC member organizations and Health Angels Steering Committee.
- work in close cooperation with the staff of Allegheny General Hospital
- supervise volunteer Health Angels.
- from time to time, supervise interns.

Responsibilities

Program:

- Implement the Health Angels Program consistent with the proposal funded by Highmark Foundation and achieving the goals described therein.
- Recruit, train, manage and evaluate 12 to 15 volunteer Health Angels.
- Develop and maintain contacts and relationships with a wide array of service providers capable of addressing medical, health, wellness and basic human needs of Northside residents.
- Develop resource and referral materials and protocols for Health Angels to use in the field.
- Identify locations and partners for effective community outreach efforts by the Health Angels.
- Develop a customer database to track intake information, needs, customer plan/referrals and progress of Health Angel customers.
- Develop a reminder system to support customers in following their individualized

- plan/referrals.
- Develop and present marketing events, programs or materials that increase the customer base of the program.
 - Collect and interpret relevant program data to guide customer recruitment and marketing efforts and to track the efficacy of the program.
 - Work cooperatively with other NSLC staff to increase program impacts and efficiencies.
 - Prepare an evaluation of the program for potential future funding.
 - Assist in developing potential funding sources and proposal materials.

Administration:

- Maintain and update customer database.
- Maintain well-organized project files.
- Provide activity and project reports as required.
- Secure appropriate documentation for all expenditures and activities.
- Provide accurate financial information and assist Office Manager in producing reports.
- Provide management of volunteer Health Angels consistent with NSLC policies and all laws and regulations.
- Assist in preparation of funding proposals and reports.

Other:

- Such other duties as may, from time to time, be assigned.

Qualifications

- Bachelor's Degree in Public Health, Social Work or related field
- Minimum 2 yrs. successful experience in public health, social work or equivalent.
- Experience with public health in minority and low-income communities preferred.
- Strong written and oral communication skills.
- Strong computer skills.
- Demonstrated ability to work successfully with grassroots community-based organizations and non-profit agencies.

Compensation

- Annual salary range \$35,000 to \$45,000 commensurate with experience.
- Medical, disability and life insurance coverage for employee and available to family members.
- Paid vacation, holiday and sick leave.
- Opportunity to participate in motivated savings/investment plan.