



## **Community Engagement Specialist**

### Position Description

#### **Health Care Access Now Overview:**

Health Care Access Now (HCAN) is a nonprofit organization established in October 2008 to develop and deliver multi-stakeholder partnerships in order to provide community-based care coordination services for Medicaid, Medicare, and commercially insured adults. HCAN serves as a multi-county hub operation that provides centralized contracting/billing, data management, consumer engagement and marketing, and QI/QA services for health plans, health systems, and regional health collaboratives. HCAN's primary service area includes Hamilton, Butler, Warren, and Clermont OH counties. HCAN has been awarded the Level 1 Certification for Pathways Community Hub by the Rockville Institute.

**Reports to:** HUB Director

#### **Responsibilities:**

- Coordinates and completes follow-up on resource referrals to other community organizations that specialize in areas prioritized by individuals. Referrals may include comprehensive and facilitated referrals as well as application assistance and client advocacy.
- Develops and maintains relationships with grassroots organizations, community contacts, and individuals to increase referrals and to remain abreast of availability & appropriateness of resources in meeting clients' needs.
- Coordinates or assists in event planning such as job fairs, block parties, and workshops.
- Develops systems/connections to distribute information within targeted zip codes/neighborhoods.
- Develops content with website manager for social media platforms including Facebook and Twitter to increase citizen engagement and dialogue.
- Provides interpretations services for Community Care Coordinators with Spanish-speaking clients.
- Monitor and attend community activities and events to identify opportunities for outreach.
- Track and report recruiting data.
- Develop and maintain program brochures and program/site-specific material; maintain appropriate inventories of each; manage distribution for internal needs and to community partners.
- Analyze the success of marketing campaigns and advertisements
- Performs work with minimal supervision. May be required to occasionally work irregular hours, attend other job-related meetings, and perform other duties assigned.
- Participate in regularly scheduled team and inter-organizational meetings



**Qualifications:**

- Bachelor's Degree preferred in public health, community health promotion, health education or related field

**Minimum Requirements:**

- Minimum of 3 years experience in a public health and/or social services setting.
- Familiar with Greater Cincinnati social services, community health resources and consumer groups, networks
- Sensitivity and experience in working within different cultures.
- Excellent communication and writing skills in English; fluent in a second language, preferably Spanish.
- Proficient with computers and accuracy with data entry and Microsoft Office products: Word, PP, Excel, Outlook.
- Ability to work independently or with little supervision.
- Valid driver's license with one year driving experience and no traffic citations

***Interested candidates should submit a resume and salary history/requirements directly to Sarah Mills, MPA, SW Ohio Hub Director: [smills@healthcareaccessnow.org](mailto:smills@healthcareaccessnow.org)***