
JOB DESCRIPTION | Community Outreach & Engagement Coordinator

Seeking an enthusiastic, passionate leader interested in continuing and establishing innovative educational programming in a community that supports those with a bleeding disorder. The Hemophilia Foundation of Southern California is seeking to fill our Community Outreach & Engagement Coordinator position.

Established in 1954, The Hemophilia Foundation of Southern California (HFSC) is the leading resource for those affected by bleeding disorders in Southern California. Our principal mission is improving the quality of life and building community for those living with inherited bleeding disorders in Southern California. We serve 9 counties: Orange, Riverside, Los Angeles, San Bernardino, Ventura, Santa Barbara, San Luis Obispo, Kern and Inyo.

The Community Outreach & Engagement Coordinator will be responsible for providing resources to patients in order to protect and improve the social well-being and functioning of families and individuals in HFSC's service area and market HFSC's core services and programs to members. The Community Outreach & Engagement Coordinator helps plan educational curriculum: planning, executing, and managing special events which rotate throughout the nine counties. The Outreach and Engagement Coordinator will work in close contact with community members and HFSC staff to provide vital social services, foster community engagement, create programs, and represent the HFSC organization.

Essential Duties and Responsibilities

Leadership:

- Take responsibility to assist with HFSC's innovative programming by delivering the highest quality events in keeping with the organization's mission, vision, and values.
- Show proven decision-making skills with the Executive Director, Director of Operations, Director of Development, Board of Directors, and other staff members.
- Demonstrate courteous, cooperative behavior when interacting with internal and external stakeholders including staff, board, health care providers, community members, pharmaceutical companies, specialty pharmacies, and volunteers.
- Act in a manner that promotes a harmonious and effective workplace environment.
- Assist in the leadership for program creation, in-service trainings, and outreach.

Community Outreach:

- Outreach to new HFSC members (newly diagnosed and new/returning to area) including initial meet and greet, introductions to appropriate staff and Community Liaisons, regularly updating and maintaining "Welcome Packet" informational materials and creating monthly reports of new member engagement.

-
- Assist in facilitating and developing partnerships with the bleeding disorders community and other stakeholders.
 - Market HFSC programs and resources to internal and external stakeholders.
 - Assist in conducting Community Assessments to identify issues and opportunities for outreach in targeted communities and share with HFSC staff.
 - Attend local and national conferences related to insurance, mental health, and social work within the community.

Case Management:

- Assist members and their families in accessing available community resources by serving as liaison and/or advocate for the patient and family, in-person and/or by phone call. This may include services such as, but not limited to: medical insurance, medical alert, educational services, counseling, waivers, childcare, employment, and assistance with the various needs of daily living (e.g. food, clothing, utilities, transportation, rent, etc.), and other hemophilia related assistance funding.
- Administer HFSC's Emergency Financial Assistance (EFA) Program including intake calls, processing applications, connecting with Social Worker at HTC, and working with the Executive Director to approve funding. Refine EFA program as needed.
- Provide accurate, up-to-date and culturally appropriate referrals and ensure linkage to services, which include but are not limited to medical insurance, financial assistance, social services, and other related services.
- Provide education and support to community members when appropriate.
- Maintain accurate and up-to-date case notes, phone calls, referrals and contact information in community member database.

Programs Support:

- **Community Programs:** Assisting in the scheduling, topic selection, communicating with speakers, and assist in community events such as community dinners, Mujeres Enlazadas por Sangre dinners, BRO events, etc.
- **Educational Webinars:** Assist in scheduling, topic selection, communicating with speakers, and assist or lead Spanish sessions (as needed).
- **Event Communications:** Assist to create pre/post event communications and evaluations in collaboration with HFSC staff. This may consist of but is not limited to assisting with program, flyers and promotional materials, signage, logistical emails, evaluations and other items needed for community events.
- **Community Events and Logistics:** Recruit and organize attendees, assist with registration and onsite check-in. Community events include but are not limited to dinners, conferences, events, and retreats.

-
- **Event Follow-Up & Reporting:** Assist in entering data in HFSC's database system, communicate with attendees as needed, document suggestions for future programs, and complete wrap-up reports.

Communication:

- Effectively communicate to facilitate access to programs and services for community members.
- Assist in translation of program resources from English to Spanish, including existing materials and forms, as well as creation of resources for new members who speak Spanish when necessary.
- Manage multiple priorities, work in a fast-paced environment, and remain flexible while being able to report out on projects, confidently, at any time.
- Understand the non-negotiable importance of confidential and discreet (often patient-related) information.
- Have excellent public speaking skills to effectively communicate with community members and all stakeholders.

Working Conditions:

- This position is a Full-Time hourly position, consisting of 40 hours per week. 60% in-person work, 40% telecommuting. The position is based in the Pasadena office.
- General office environment. Work is generally sedentary in nature, but may require standing or walking for up to 10% of the time. While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools, or controls. Moderate ambient noise of voices and machines common to open office space is present.
- The position requires mobility. Duties involve moving materials weighing up to 10 lbs on a regular basis and up to 25 lbs on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as a computer keyboard, mouse, phone, and similar machines.
- Work is generally performed within an office environment with standard office equipment available.
- May be requested to work overtime, weekends and overnight stays for special program events, which may be inside or outside. Required travel may be by car or airplane.
- This job description may be changed to include new responsibilities and tasks or change existing ones as the Executive Director deems necessary.

Qualifications and Requirements:

- Ability to travel within Southern California for in-home visits, events, and work some nights and weekends. Some overnight travel for out-of-state and weekend-long conferences.
- Degree in Social Work, Public Health or related field preferred, or equivalent work experience.
- Must be able to read, write and communicate fluently in English and Spanish.
- Must have valid CA Driver License, insurance, and vehicle in which to travel to home visits.

-
- Handle community member complaints with professional, customer-oriented approach. Willing to go the extra mile to engage and respond to community member issues.
 - Strong leadership skills including professionalism, active listening, critical thinking and effective delegation.
 - Ability to work in and embrace a changing environment.
 - Must have strong meeting, training, facilitating, and project management skills.
 - Demonstrated experience in service coordination and networking with health care providers.
 - Must be independent and self-directed but able to work collaboratively and lead or manage a team.
 - Ability to act with integrity and compassion and foster a culture of mission, trust, respect, and accountability for outcomes.
 - Ability to demonstrate cultural awareness and competency, including the ability to understand, respond, and work effectively, with sensitivity toward staff and community members from diverse cultures and backgrounds.

Benefits

In order to attract and retain a high-performance team, we offer a dynamic and rewarding work environment. In addition to a competitive salary, HFSC provides a comprehensive health program to eligible employees, family members and domestic partners. Our health and wellness programs include medical, dental, vision, prescription drug, and preventive care programs. We also offer:

- Flexible schedule
- Remote and In-Office Opportunity
- Three weeks of vacation, 5 sick days, 12 paid holidays
- 403(b) Retirement Plan
- Continuing Education stipend

Salary range \$43,000-\$48,000 with some flexibility depending on the candidate's level of experience, skills, education and training.

Resume and cover letter, including salary requirements, should be emailed to: careers@hemosocal.org.

Hemophilia Foundation of Southern California provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Hemophilia Foundation of Southern California complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.