

Position Description, Whole Person Care Capacity-Building and Collaboration (CBC) Team

Regional Coordinating Center (RCC) Supervisor:

These positions will report to the RCC Director and lead all Whole Person Care (WPC) operations at the regional Service Planning Area (SPA) level, including all community collaboration and coalition building activities. They will provide critical support to regional implementation of WPC interventions for the 16 WPC programs across the eight (8) SPAs. They will serve as bridges between WPC work at the individual level, and efforts at the SPA level to address underlying causes of WPC issues.

Responsibilities (in order of importance): Percent of Time

1. PROGRAM MANAGEMENT/COMMUNITY LIAISON ACTIVITIES

- a. Work with the Department of Public Health (DPH) area health officers to develop regional (SPA-level) community action teams (or build on existing teams) that engage community members/entities to provide feedback on WPC programs and support community-engaged problem solving;
- b. Convene, coordinate, and facilitate collaborative strengths and needs assessment, gap analysis, planning, and problem solving among public, private, and community based organizations that provide clinical and social services to WPC clients within the SPA area surrounding each Regional Coordinating Center (RCC);
- c. Support community action teams (or similar groups) in grant writing to enhance community development and organizing around WPC needs, including complex, collaborative grants;
- d. Plan and facilitate monthly community action team meetings in which community knowledge is combined with epidemiological and other data to guide changes to WPC programming, collaborative grant writing and intervention, and shared community action planning and policy advocacy; and
- e. Serve as the primary liaison between the WPC program and the community – identifying facilitators and barriers for program implementation and providing the WPC leadership team with recommendations to help improve program implementation at the SPA-level. **50%**

2. SUPERVISION AND SUPPORT

- a. Provide trauma-informed, reflective task supervision to Community Health Workers (CHWs) assigned to the SPAs, working in collaboration with an LCSW Clinical Supervisor; assure coverage for absences/vacation schedules for program teams;
- b. Provide technical direction to a program support assistant and regional support officer, and work with them to oversee RCC facilities, scheduling meeting rooms, etc. **25%**

3. PROGRAM EVALUATION AND PERFORMANCE IMPROVEMENT

- a. Work with the WPC Evaluation and Learning Team and the Epidemiology Analyst to evaluate the quality and effectiveness of services and activities at the regional level;

- b. Generate critical regional WPC and community level data for the Community Action Teams and other teams;
- c. Implement performance improvement and training activities within the RCC; and
- d. Provide support for development of community based participatory evaluation and research efforts based on questions identified by local groups in SPA. **15%**

4. COMMUNITY OUTREACH/MARKETING

- a. Implement marketing and awareness campaigns surrounding WPC services, working with WPC communication leads and the training program to produce and disseminate flyers, newsletters, pamphlets, posters, and articles;
- b. Work with the DPH area health officers to oversee community governance of One Degree (a “Yelp-like” on-line platform for community resources that contains a community-based organization portal and client case management and referral system);
- c. Work with Epidemiology Analysts to review and improve community-based services, utilizing analyses and reports produced from the community resources platform;
- d. Identify service gaps and communicate the findings to the community action teams and other community stakeholders in order to increase participation in the community resources database and improve access to services within the SPA. **10%**

Total 100%

Necessary Qualifications

Education and Training

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in community organizing and/or development, public or community health, social science/services, public administration, or a related field is highly desirable.

Relevant Work and Lived Experience

- Four years of experience in a staff capacity analyzing and making recommendations for the solution of problems of organization, program, procedure, budget or personnel -OR-
- One year of highly responsible administrative or staff experience at the level of the County of Los Angeles class of Assistant Staff Analyst, Health Services, or higher.
- At least 3 years of highly responsible program coordination and supervision experience is highly desirable.
- Experience working with or for community based organizations (CBOs) and/or as a liaison between public agencies and CBOs is highly desirable.
- Experience conducting community organizing and/or community building to address health inequities is highly desirable.
- Lived and/or work experience with the WPC issues of focus (homelessness, substance use disorder, reentry, severe and persistent mental illness, chronic illness, high risk pregnancy) is highly desirable.

Valuable Knowledge and Skills for this Position

- Knowledge of and experience using popular education methodology for building

individual and community capacity

- Knowledge of and experience using the Community Health Worker/promotor/a model
- Familiarity with the underlying causes of health inequities and strategies to address health inequities using community organizing and community development