

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

Regional Coordinating Center (RCC) Director:

The position will report to the Director of Capacity Building and Collaboration for Whole Person Care and will be responsible for connecting the work of WPC at the individual level to work at the community level in the 8 Service Planning Areas (SPAs). This position will supervise the 8 RCC Supervisors; build high level relationships with community based organizations and clinical and social service providers; and oversee support for community-based projects related to WPC. Finally, the position will support regional implementation of the WPC community resource platform (One Degree), transportation services, call line and referral center across the 8 SPAs.

Responsibilities (in order of importance): Percent of Time

1. Stakeholder Engagement/Supervision/Management

- a. Oversee stakeholder engagement and community collaborations for WPC with hundreds of stakeholders county-wide, including: community based organizations and coalitions; primary care and specialty practices; hospitals and emergency departments; health plans; mental health, reentry, substance use disorder and other social service providers; and oversee all communications, meetings and other engagements with these stakeholders;
- b. Provide trauma-informed, reflective supervision and support to 8 Regional Coordinating Center (RCC) Supervisors;
- c. Participate as a member of the CBC Leadership Team to assist with providing strategic direction and organizational development to the team; and
- d. Oversee 8 Regional Coordinating Centers and their activities; to work closely with the Dept. of Public Health (DPH) Area Health Officers and RCC Supervisors to oversee community collaboration activities, including 8 Community Action Teams (or similar structures) and their monthly meetings.

50%

2. Evaluation and Process Improvement:

- a. Support enhancement of community-based activities and services by analyzing local data and producing reports in collaboration with communities and WPC Improvement Advisors, identifying and presenting gaps to community action teams and other community stakeholders in order to improve access to services and activities to address underlying social and structural determinants within the SPAs;
- b. Provide support for development of community based participatory evaluation and research efforts based on questions identified by local groups in the 8 SPAs; and
- c. Assure timely stakeholder feedback for each of the 16 Whole Person Care programs

20%

3. Community Resource Platform Management:

- a. Oversee and increase participation in One Degree (a “yelp-like” on-line platform for community resources that contains a community-based organization portal and participant case management and referral system),

- including community governance of the platform in coordination with DPH Area Health Offices.
- b. Manage allocation and use of WPC’s transportation services, and oversee the WPC referral management program including web-based and telephone referral pathways; and
- c. Support local roll-out, on-going training and technical assistance for the WPC care management platform (CHAMP). **20%**

4. Communication Planning and Management:

- a. Infuse community feedback and priorities into development of a WPC communications plan, including development and dissemination of program informational and marketing materials, quarterly newsletters, the WPC website and social media content, the WPC list-serve and email (including responses to general inquiries), media relations, and communications with the Board of Supervisors;
- b. Support development of marketing and awareness campaigns surrounding WPC services. **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 community development, public or community health, social science/services, urban and regional planning, or a related field highly desirable.
- Master’s degree in Community Organizing and/or Community Development, Public Health, Social Work, Urban and Regional Planning or equivalent is highly desirable.

Relevant Work Experience

- One year of highly responsible and complex administrative or staff experience at the level of the County of Los Angeles class of Supervising Administrative Assistant III, Assistant Hospital Administrator II, Staff Analyst, Health, or higher.
- At least 5 years of highly responsible program management 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 development 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.

Critical 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