



# Director, Community Outreach

**Job Family Description - HEALTH SERVICES – Reports to: Chief Operations Officer**

This KCHC job family provides direction and support to the organization’s Community Outreach and Medication Assistance Programs and activities, and to be an active, valued member of the Management Team. Jobs in this family maintain the highest confidentiality in regards to patient care and utilizes a team based leadership approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

**Minimum Qualifications:**

- ▶ High School Diploma, Associates degree preferred with two years of community experience in public health or equivalent combination of education and experience. Satisfactory professional references.
- ▶ Experience: 5-8 years of related experience preferable in a clinical setting to include a minimum of 2 years in a supervisory capacity.

**Work Level/ Sr. Management**

**Responsibilities and Duties**

- Develops, coordinates and maintains Outreach and departmental responsibilities
- Coordinates the delivery of health education to patients in KCHC’s approved service area
- Maintains outreach record-keeping system and assures accurate documentation by Outreach and medication program staff.
- Effectively utilizes existing forms and creates new ones as needed (with management approval) to complete all Outreach and medication assistance duties.
- Maintains community relationships to provide resources to KCHC patients
- Collaborates with local churches, growers, public and private health and human service agencies to identify those that may need KCHC services
- Understands the urgency of customer needs and responds quickly.
- Actively participates in community events when appropriate for KCHC presence to include but is not limited to affiliated research projects, health fairs etc.
- Functions as a liaison between outreach staff and clinic/social support service operations.
- Pursues additional supplementary funding for outreach activities
- Actively oversees and participates with the KCHC advocacy group
- Actively demonstrates courtesy and respect for all fellow employees, and be available to answer their questions, address their concerns, etc.
- Works cooperatively with other members of the Management Team to attain KCHC’s goals and objectives.
- Seeks training, experiences, and association with professional groups to acquire and maintain skills necessary to fulfill professional responsibilities.
- Coordinates and/or provides training for staff on special topics as needed.
- Coordinates all activities involving outreach staff, students and volunteers working with KCHC.
- Responsible for outreach staff orientation, on-going training, supervision, scheduling and periodic individual evaluations.
- Serves on internal and or external committees or groups as deemed necessary for the Community Outreach Department.
- Maintains open channels of communication with supervisor, and keeps him/her informed of activities.
- Completes any other tasks/duties assigned by supervisor.

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Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Functions independently and completes assignments with minimal supervision.</li> <li>▶ Participates fully in KCHC corporate compliance program</li> <li>▶ Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups or organizations. Ability to communicate with patients and family members from various educational and socio-economic backgrounds.</li> <li>▶ Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and volume. Ability to apply concepts of basic mathematics</li> <li>▶ Knowledge of and ability to interpret and apply related institutional policies and procedures.</li> <li>▶ Ability to communicate effectively verbally and in writing.</li> <li>▶ Ability to establish and maintain effective working relationships.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>Supervises other employees within the department</p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b> <ul style="list-style-type: none"> <li>– In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills.</li> </ul> </li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college.</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments.</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> <li>▶ <b>6. Budgetary Decisions</b> <ul style="list-style-type: none"> <li>– Provides input into the budget planning process and is responsible for controlling and recommending budget expenditures within own area.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>

*\*\* The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*