

**ST. LOUIS INTEGRATED HEALTH NETWORK  
POSITION DESCRIPTION**

**Position Title: Program Coordinator (Maternal Peer-Based Recovery Support Program)**

**Position Summary:** Reporting to the Chief Program & Policy Officer, the Program Coordinator will respond to consumer needs for pregnant and postpartum persons as well as supervise the Certified Peer Specialists and additional support staff. Led by the Program Coordinator, the Substance Use Disorder Grant Program team will play an essential role in providing outreach, connection to SUD and maternal health resources along with improving community knowledge. The Coordinator will develop and implement a program to respond to clients' both telephonically and in the field as well as act as a liaison between primary care medical providers, social service agencies, community health departments, hospital systems, and local community organizations. The Program Coordinator will help coordinate activities, deliver health coaching sessions, and provide community referrals for individuals who are pregnant/postpartum and experiencing SUD and/or mental health concerns. The team will also provide individualized health literacy training to beneficiaries to increase self-sufficiency and their ability to advocate for themselves and their needs. The team will provide ongoing follow up and outreach and complete regular data entry.

**Essential Duties and Responsibilities:**

*Management/Oversight:*

- Responsible for the implementation of the goals and objectives set forth and adopted by the IHN in the Grant Program.
- Executes the day-to-day development and implementation of the Grant Program. Operations Management of the project including but not limited to:
  - Drive process towards deliverables that are identified to move forward progress on the core strategies of the grant.
  - Engaging, informing, influencing, and supporting partners connected to this initiative.
  - Accountable to professional and timely execution on tangible deliverables.
- Reporting and accountability to outcomes, process objectives and grant requirements
  - Effectively informs development of processes, outcomes and deliverables.
  - Executes all reporting as required by the grant funded opportunity.
  - Project budget management as necessary for grant requirements
  - Provides timely and relevant reports to Chief Program & Policy Officer regarding the status of the goals and objectives established by grant partners.
- Manages key relationships with internal and external partners connected to the Grant Program, including scheduling and driving regular meetings with all partners.
- Provides Community Leadership and Outreach through serving as IHN Representative on community initiatives, taskforces and workgroups as relevant to the Grant Program and mission of the IHN.

*Care Transitions:*

- Maintain a positive relationship with the medical team, clinical staff, and patients to act as an SUD and mental health resource during intervention.
- Participate as a member of various teams as needed.
- Represent in meetings with providers, clients, and others.

*Internal Patient Support:*

- Help with screening and assessments of the maternal population designed to gather data about maternal health knowledge, attitudes, practices and services provided as well as the needs for physical, social, and psychological well-being.

- Refer and provide direct 1:1 assistance to help clients obtain and consistently utilize health insurance, primary care and/or prenatal care services, family planning services and other needed community services such as substance use disorder, WIC, domestic violence, mental health, etc.
- Schedule medical appointments, provide medical advocacy, and provide transportation for beneficiaries.
- Follow-up, as needed primarily for the purposes of closing gaps from social determinants of health.
- Make reminder appointment calls and contact patients who have missed scheduled appointments when necessary.

*Tracking and Documentation:*

- Prepare and maintain appropriate tracking logs and documents of activities.
- Review, edit, translate and provide material feedback on maternal education and health literacy materials.
- Ensure client confidentiality and abide by HIPAA.

*Referrals and Community Navigation:*

- Provides health information through community outreach, canvassing, group health education sessions, individual encounters, and home visits to assess client needs and concerns as they relate to their family, their community, and their health.
- Develops relationships with local health care and social services providers to create a robust, collaborative network to serve the community's needs- helping individuals and families meet basic social needs such as period supplies for postpartum mothers and diapers for mothers from the St. Louis Diaper Bank as well as family resources within the community such as libraries, museums, Family Resource Centers, Child Care Resource and Referral agencies, play groups, breastfeeding support groups, etc.
- Facilitates appointments and appointment follow-up with community agencies.
- Enhances communication between internal medical departments and external medical, social, and various community referral agencies.

*Other:*

- Attend and actively participate at required meetings.
- Assist with the implementation of new procedures and processes.
- Plan, organize, and participate in health fairs and other public events.
- Reduce stigma and other barriers to initiating or continuing health care by providing culturally/linguistically competent, reliable information to both community members and health care providers.
- Participate in networking and coalition meetings that address the concerns of the assigned program area.
- Attend conferences as directed and/or assigned.
- Other duties as assigned.

**Qualifications:**

*Industry:*

- Credentialed Community Health Worker Preferred.
- CPR Certification preferred.
- Knowledge of Medicaid, managed care programs and social service agencies preferred.
- Prior experience working with community-based organizations, SUD organizations/resources, uninsured and Medicaid population is preferred.
- Knowledge of health education, motivational strategies, and an empathetic manner working with the underserved preferred.
- Experience in a non-profit, social work, or related field is preferred.
- Prior experience in community health outreach or similar positions within a health care setting is preferred.

*Technical:*

- Basic administrative skills and is detail oriented and organized.
- Knowledge of health center protocols, policies, procedures and EMR.
- Proficiency with technology such as Microsoft Word, Microsoft Excel, Microsoft Office365, Virtual Meeting technologies, and Internet browsing software is required.
- Prior experience managing and implementing a grant is preferred.
- Ability to prioritize work, use initiative and operate under tight deadlines.
- Must have reliable, personal vehicle with valid driver's license, state required automobile insurance and clean driving record.
- Bachelor's degree in social work, social science, public health, counseling, human services, management, health care administration, criminal justice, or a similar degree, or 3-5 years of relevant experience. Master's degree preferred.
- Ability to keep information confidential

**Competencies:**

Incorporates basic competencies into all aspects of the position, including:

- Organizational Commitment: Aligns behavior with the needs, priorities and values of the organization.
- Service Orientation: Has a genuine desire to help others, especially those in need; Derives satisfaction from serving others while remaining attentive to one's own wellness; Understands people's needs and overcomes obstacles in serving them.
- Learning Orientation: Values and seeks opportunities to learn; collects and uses information relevant to work-based problems.
- Attitude Toward Change: Adapts to and works effectively with a variety of situations, individuals, groups and systems.
- Personal Effectiveness: Takes initiative to do more than the minimum requirements of the job; Expresses self-confidence in stating opinions and when called upon to make decisions.
- Achievement Motivation: Sets challenging objectives and works to continually improve personal performance.
- Interpersonal and Team Performance: Builds and maintains positive relationships with people on the job; Listens effectively to understand others.
- Values Diversity and Equity: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- Quality Focus: Minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information; actively explores ways to improve quality of output.
- Problem-Solving Effectiveness: Uses data and analytical thinking to identify problems and develop solutions.
- Task Accomplishment: Acts resourcefully to ensure that work is accomplished within specified time and quality parameters; Can focus effectively on more than one task or project at a time.
- Proven Track Record and Requisite Skillset: Has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN; the skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- Leadership: Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

**Additional Information**

The Program Coordinator is a full-time, 40-hour per week, exempt position. The employee is eligible for full benefits, including medical and dental insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program, and periodic review for incentive pay based on organizational and personal achievement. The position is grant funded for a projected 36 months.

**Work Environment and Physical Demands**

Work is performed both indoors in an office setting and in community. Local travel will be required. The position requires frequent computer use and the ability to sit, stand, walk, and occasionally lift up to 15 pounds.

**Annual Salary**

The salary range for this position is \$55,000 - \$60,000 depending on experience.

**Application Instructions**

Please send resume, reference list, and salary requirements to:

**Email:** HR@stlouisihn.org

**Subject:** Program Coordinator

**About St. Louis Integrated Health Network:****MISSION OF THE INTEGRATED HEALTH NETWORK**

Through partnership and collaboration, the St. Louis Integrated Health Network is a healthcare intermediary building capacity across sectors to advance health equity and improve wellbeing by increasing access to health and social services, with an emphasis on communities that have been historically excluded.

**IHN GUIDING PRINCIPLES:**

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

Health Equity • Patient-Centered Orientation • Accountability  
• Outcome-Focused Decision Making • Innovation