

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-20-116

Closing Date: Open until filled



POSITION TITLE: Mobile Unit Coordinator

DEPARTMENT: Hozhoogo Iina Wellness Program

Position Summary:

Under general supervision of the Diabetes Program Director, the Mobile Unit Coordinator will direct program in planning, developing, implementing, monitoring, evaluating, and coordinating activities of mobile unit. The Coordinator is responsible for outreach, and promotion of all mobile unit activities and acts as a point of contact with outside entities. The Coordinator helps assure the delivery of high quality, cost efficient, and culturally sensitive services. Functions autonomously and routinely interacts with other area resources and at times will need to facilitate response in order to obtain services for patient(s). Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Responsible for oversight of mobile unit operations.
- Plans, develops, and implements all activities of the mobile unit program.
- Prepares annual budget for the mobile unit program.
- Represents WIHCC mobile unit on community committees, and at outreach and community events.
- Coordinates quality assurance program for the mobile unit.
- Conducts needs assessment and patient satisfaction surveys.
- Coordinates and publishes schedule for the mobile unit to ensure smooth operations.
- Serves as an expert and focal point for events and sponsorships.
- Researches, plans and develops events from the conceptual stage, working closely with staff and other partners to ensure success.
- Coordinates activities with other supervisory personnel, and with other work units and/or departments.
- Researches areas of need and future mobile unit sites and identifies and contacts prospective new partners.
- Manages expenses to ensure efficiency and cost containment, and to meet budget guidelines.
- Develops and implements strategies for improving access, quality standards, effectiveness, and participation based on statistical results, evaluations, surveys, and feedback from attendees/patients.
- Prepares and submits reports based on findings and makes recommendations for improvement.
- Works with team to manage best practices to attain maximum benefit to the community and target population.
- Collaborates with partners on the development and implementation of a mobile unit community engagement strategy.
- Assess community opportunities to secure appropriate venues for the mobile medical units and services throughout the WIHCC service area.
- Works with team members to develop social media campaigns, promotional flyers, and other items for marketing the mobile unit to the community.
- Monitors and evaluates projects, outcomes, and engagement to determine best utilization of the mobile unit.
- Works with medical, clinical and technical staff to ensure appropriate staffing, adequate supplies and regular maintenance of the mobile units.
- Identifies barriers and challenges to successful implementation of mobile services and make recommendations to leadership for improvement and/or resolution.
- Attends all appropriate meetings – internal and external to ensure the success of the mobile service platform.
- Prepares materials and deliver professional presentation to community partners, participate in mobile unit community outreach and education event opportunities.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Bachelor degree in a related healthcare field and two years' experience in health-related community activity organization and outreach, or the equivalent in education and professional experience is required. At least two years' experience working in scheduling community outreach or relevant professional experience. Current CPR and BLS certification required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability

- Knowledge of management principles and practices; training and education principles and practices.
- Working knowledge of office operations and procedures and computer concepts.
- Working knowledge of accounting and inventory control principles and practices, and of basic data collection and analysis techniques.
- Strong skills needed in: customer service, communications (both oral and written), and negotiation, reasoning, organizational and coordinating.
- Working skill in the operation of a motor vehicle and commercial motor vehicle.
- Ability to understand, interpret, explain and apply complex written material such as motor vehicle code, other laws, rules, regulations, policies and procedures and to adapt to frequent statute, policy and procedural changes.
- Ability to effectively lead the work of others and provide training and guidance on complex work processes and procedures.
- Ability to effectively train, coach and monitor operational staff.
- Ability to work cooperatively with others in a team environment and effectively under pressure during peak workload periods.
- Ability to communicate in a courteous, professional and tactful manner, both orally and in writing, with personnel from all organizational levels and a diverse customer population.
- Ability to successfully complete all required employee training in addition to training in road testing procedures and techniques.
- Ability to manage multiple projects concurrently, while maintaining conscientious attention to detail.
- Ability to work under the pressure of dealing with multiple tasks and constant deadlines, while maintaining attention to detail and accuracy.
- Ability to handle and resolve issues using advanced conflict management skills.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office or home setting with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts will be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.