

# Health District

OF NORTHERN LARIMER COUNTY

## Position Description

**Position Title** Health Services Coordinator

**Career Level/Grade** P3

### Position Overview

The Health Services Coordinator is an experienced individual contributor, who works independently with little supervision. This position provides comprehensive project management and administrative support to the Health Services Department including Health Care Access, Mental Health Connections, and the Family Dental Clinic. The coordinator works in collaboration with program managers as needed to ensure program efficiency and effectiveness. The coordinator will facilitate, foster, and maintain collaboration across health service programs by evaluating, proposing, and implementing opportunities to improve operational efficiencies, pool resources, and cross-promote program services.

Through a client-centered lens and a focus on equitable access to services, the Health Services Coordinator will identify internal team support needs including training and continuing education, and external community support, education, and service gaps, and propose and facilitate approved solutions.

### Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

### Examples of Duties

- Provide advanced level administrative support to the Health Services Director, Health Services Project Strategist, and Health Services programs.
- Responsible for documenting and making modifications to administrative processes to improve customer service and to enhance performance.
- Maintain documentation of policy and procedures for the programs. Requires creating and updating comprehensive Standard Operating Procedures for each program within the Health Services Department.
- Assist Health Services Director and Health Services Project Strategist with creating, updating, and tracking contracts, RFPs, MOUs, and grants.
- Maintain scheduling calendar for the Health Services Director and Health Services Project Strategist, coordinate meetings and appointments with staff, work with external partners, including reserving meeting space, confirmations, room set-up, and all other details.
- Responsible for financial assignments, including purchasing requests, purchasing, and reporting. This includes managing purchasing card reconciliations for all program managers for final approval from the Health Services Director.
- Serve as a travel specialist for Health Services programs, including reviewing proposed travel arrangements, calculating costs, monitoring travel budgets, and reconciling of expense reports for conferences and trainings.
- Support Health Services comprehensive program monitoring and reporting.
- Provide standard professional advice and create initial reports/analysis for review by experienced team professionals.
- Work with communications staff and Health Services teams to develop materials that accurately reflect the objectives and activities of Health Services programs to the public, healthcare providers, and businesses.

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- Assist the Health Services Director in prioritizing, summarizing, and completing communications, in a manner that is culturally and linguistically relevant to the audience.
- Provide translation assistance for Health Services Program (if bilingual) as needed.
- Work in collaboration with the Community Impact Team to facilitate Health Services program and staff involvement in community-led initiatives including health fairs, community health screenings, information tabling, and other community events as needed.
- Meet regularly with the Health Services Director and Health Services Project Strategist concerning program management issues and activities and the status of projects.
- Build productive internal/external working relationships to resolve mutual problems by collaborating on procedures or transactions.
- Oversee quality control procedures as needed to ensure that a high level of customer service and quality of work is met. Train and mentor new staff members, interns, and volunteers.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

### Qualifications

- Bachelor's Degree in public health, human services, public administration, communications, or related field with 3 - 5 years of experience.
- Equivalent combination of education and experience level.
- Project management experience strongly preferred.

### Knowledge, Skills, & Abilities

- Knowledge of local resources for under-served community members.
- Strong critical thinking, problem-solving and excellent organizational skills.
- Good computer skills with the ability to learn new software.
- Familiarity with standard project management software (e.g. ClickUp, Teams)
- Good verbal and written communication skills.
- Ability to coordinate a variety of complex projects accurately.
- Ability to research, locate, access, and utilize available resources, both internal and community based.
- Ability to participate as an active member of a multi-program team and work closely with a wide range of professionals on the team and in the community.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Ability to resolve moderately complex problems and assignments.
- Ability to provide training to individuals, teams, and community partners.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to maintain professional, positive, productive relationships.
- Ability to maintain high level of confidentiality of protected health information.
- Intermediate skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

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### Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as: preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.
- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

### Infection Prevention

During flu season, flu shots are strongly recommended for this position.

### Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

**We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications.** Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.