



Job Title: Community Engagement Coordinator
Department: Health Equities & Outreach
Reports to: Community Outreach Manager

FLSA Status: Exempt
Job Grade: 14

Summary:

The Community Engagement Coordinator supports Access Health CT's (AHCT) outreach efforts through event planning, organization, and tracking while acting as a brand ambassador in order to reach targeted communities (primarily minority) across the state to help them obtain and use healthcare coverage.

S/he supports the creation of culturally sensitive community programs that engage, educate, and enroll individuals while conveying Access Health CT's core value proposition and messaging. The Community Engagement Coordinator will collaborate with students, community members and university members to manage programs and events. This position reports to the Community Outreach Manager and has no direct reports.

Essential Duties and Responsibilities:

- Assist the Community Outreach Manager and Health Equity and Outreach Director with engagement of targeted communities through creation and execution of outreach activities.
- Build relationships with new and existing partners of AHCT in order to establish regular and effective communication and engagement.
- Maintain and update the Community Partner Database
- Responsible for tracking all event information collectively in order to provide a singular source of information for the Health Equity & Outreach Director and Community Outreach Manager
- Provide the day-to-day administration and logistical coordination to support all outreach activities (Organize materials and supplies needed for outreach and meetings).
- Planning, implementation and facilitation of effective outreach programs or events. This includes:
 - Tabling weekly events actively engaging community members
 - Keeping track of community issues and changes
 - Gather Leads for Outreach Team for community partners and events
 - Organizing group meetings

- Giving presentations on AHCT to partners and the public (in-person and via webinar), and
- Representing AHCT at other community events and meetings
- Monitor the success of established engagement strategy through reporting of monthly metrics relevant to the segment, such as applications, recapture, engagement, customer satisfaction, bilingual servicing, brand tracking, and other resources
- Train and maintain competency in consumer enrollment
- Enroll consumers in their selected Health Insurance Exchange plan
- Support Community Outreach Manager with promotional orders as needed and manage promotional item inventory, make suggestions as warranted
- Other duties as assigned

Work Environment: This position requires close staff coordination and team-building efforts with regular contact with community members and community agencies. Considerable public speaking. This position requires evening and weekend work for committee meetings, events, and presentations. Moderate travel within CT is required. Low to moderate noise in-office.

Physical Demands: 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, stand, use hands to type data, and utilize a phone or other electronic communication devices. This employee may have to operate business machines and occasionally lift supplies and materials up to 30 lbs.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Oral Communication - Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively in English; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; contributes to building a positive team spirit.
- Professionalism - Accepts responsibility for own actions; follows through on commitments.

- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; commits to additional work hours when necessary to reach goals.

Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Requires BA or BS in marketing, social work, health/medical or related degree
- At least 4+ years of relevant experience in community service, volunteer management, leadership development, or non-profit management
- Experience with event planning required
- Experience with presentations to public audiences required
- Advanced project management skills
- Advanced oral and written communication skills, as well as presentation skills
- Proficient use of Microsoft Office and Google Docs

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