



Erie County Health Department Erie County Community Health Center Job Posting #2018-45

Equal Opportunity Employer

Position:	Director of Community Health
Division:	Community Health
Contact Person:	Kathy Bango, Human Resources Office
Salary:	Commensurate with experience (Unclassified)
Start Date:	Immediate Opening
Working Hours:	Full Time; 8:00 a.m. – 5:00 p.m. – Monday through Fridays, occasional weekend or evening hours – Hours may be altered to accommodate Agency need.
Posting Opens:	Friday, October 26, 2018
Posting Closes:	December 28, 2018

Qualifications

- Bachelor's degree in health education, public health or related field of study. Two years of prior supervisory experience in health education, community outreach or public health.
- Knowledge of computer software applications.
- Knowledge of incident command structure.
- Ability to plan, lead and mentor.
- Proficient in electronic records and new technology as applied to position.
- Valid Ohio driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.
- National Incident Management System (NIMS)/Incident Command System (ICS) 100.b and 700.a certification within one month of employment.

Major Responsibilities

Promotes and supports population health by providing a variety of clerical, administrative and technical support services such as providing specialized, technical, program, or Agency specific information to internal and external customers; answering phones; interviewing internal and external customers to establish services needed; establishing and maintaining data files; initiates patient centered medical home (PCMH) and patient referral systems of care; and drafting and editing documents such as correspondence and contracts.

Scope & Impact

The Director of Community Health contributes to the first impressions visitors and patients have of the Agency. In the course of business, this person interacts directly with visitors, management and medical staff, community partners and stakeholders, and the community at large. The position also has a contributory effect on meeting budget goals which can impact both delivery of essential healthcare services and achieving the Agency's mission, organizational goals, strategic priorities, and management by objectives (MBOs).

Primary Job Functions or Essential Functions

Under general supervision and/or as part of the Administrative and Community Health teams, performs the following functions within the framework of the Erie County Health Department and the Erie County Community Health Center's provision of the core functions and essential services of public health:

Public Health Sciences

- Provide specialized and/or technical agency and program specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers.
- Greets and directs clients to the appropriate office within the Agency.
- Interview internal and/or external customers to establish program-specific documentation and/or identify services needed.
- May modify and update desk procedures that relate to assigned work.
- Shares responsibility for proper maintenance and operation of office machines.
- Follows established public health medical records policies and procedures as well as the State and Federal laws that govern the release of health care information.
- Duplicates, collates, scans, assembles, and files materials as requested.
- Maintains filing system for Community Health division.
- Relates public health science skills to the Core Public Health Functions and Ten Essential Services of Public Health.

Community Dimensions of Practice

- Provides public health information and data to individuals, community groups, other agencies, internal customers, and the general public about physical, behavioral, environmental, social, economic and other issues affecting the public's health.
- Presents reports to local, regional, state, and national organizations.

- Establishes and maintains relationships with local, regional, state, and national organizations, public and private agencies including community and professional organizations.
- Performs public relations and community outreach on behalf of the department.
- Collaborates with surrounding counties and communities on health education issues.
- Under general supervision, prepares public health documents and reports.

Leadership and Systems Thinking

- Directs and develops the Erie County Community Health Assessment and the Community Health Improvement Plan internally and with all other county agencies.
- Develops short-term and long-term goals for the Community Health Division based on performance standards.
- Delegates the educational outreach, policy development and planning associated with this division.
- With general supervision, manages projects that support public health interventions.
- Plans, develops, implements, and supervises a variety of health education and public relations programs.
- Provides consultation and guidance to individuals and community groups.
- Coordinates local, regional, statewide, national, or international public health messages to the community.
- Adheres to Occupational Safety and Health Administration standards relevant to job duties, such as exposure to bloodborne pathogens.
- Must follow all safety policies and procedures to ensure an accident-free workplace.
- Participates in Agency's efforts to achieve and maintain local health department accreditation from the Public Health Accreditation Board.

Policy Development and Program Planning

- Develops marketing strategies for the Community Health Division.
- Provides administrative, technical, and clerical support to Agency activities related to development and implementation of community health assessment, planning, program, and policy development and implementation activities.
- Adheres to ethical principles in the collection, maintenance, use, and dissemination of data and information.
- Researches and reviews new health education curriculum and materials for programs.
- Evaluates the effectiveness of health education programs.
- Prepares marketing strategies and distributes health education materials such as reports, pamphlets, exhibits, and news releases, and public service announcements.
- Implements health education strategies to raise awareness of health issues.
- Provides public information and education for the Agency's website and social media.

- Develops internal and external crisis communications, guidelines, and processes to quickly develop and execute crisis communication plans.
- Develops programs based on assessment/assurance, policy, and emerging issues.
- Plans and conducts education programs, classes, workshops, conferences and/or meetings.
- Under general supervision, prepares public health documents, press releases, and reports.
- Maintains, updates, and uses computerized data management systems and utilizes informatics to improve program operations.
- Collaborates in the development of and provides administrative, technical, and clerical support to Agency's quality improvement performance management, and evaluation activities.

Communication and Cultural Competency

- Provides public health information and data to individuals, community groups, other agencies, internal customers, media, and the general public about physical, behavioral, environmental, social, economic, and other issues affecting the public's health.
- Answers telephones; screens calls, responds to inquiries and/or refers callers to appropriate agencies or divisions.
- Under general supervision, compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Process mail and email by attaching related correspondence or information before forwarding, responding to mail when appropriate; respond to mail that can be handled personally; identify priority and/or time-sensitive matters; and maintain security and confidentiality.
- Utilizes appropriate methods for interacting effectively and professionally with persons of all ages and from diverse cultural, socioeconomic, educational, racial, and ethnic backgrounds, sexual orientations, lifestyles and physical abilities.
- Adheres to ethical principles and Erie County Health Department policy in the collection, maintenance, use and dissemination of data and information.

Financial Planning and Management

- Performs all administrative, technical, and clerical activities related to the Community Health Division and/or program purchasing according to Agency policies and procedures.
- Prepares routine reports for current grant funding proposals and submits on time to funding authority.
- Supervises and provides technical guidance to professional and support staff.
- Identifies funding opportunities and new program areas to match Agency priorities using research tools.

Other

- Performs public health emergency response duties as assigned and consistent with job classification and training provided, in response to threats to the public's health.
- Provides public information officer duties (Tier 1).
- Educates employee performance for all health education staff.
- Participates in Agency and community emergency response training and drills in support of disaster preparedness consistent with job classification.
- This position will be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the public health programs. This includes, but is not limited to: creating, implementing, and evaluating performance standards and identifying, implementing, and assessing program quality improvement processes.
- Assumes responsibility for own professional growth and development by pursuing education, participating in professional committees and work groups and contributing to a work environment where continual improvements in practice are pursued.
- Performs other duties as assigned consistent with job classification.
- Greets visitors in a friendly, competent, professional and informed manner.
- Responds to questions with timely, accurate and complete information.
- Answers and redirects incoming calls as appropriate.
- Follows all regulations and requirements pertaining to public health, federally qualified health center (FQHC), and Agency policies toward the workplace.

Special Requirements, Skills, Abilities, & Qualities

Behavioral Expectations

- Treats others with courtesy and respect in all interactions.
- Responds with flexibility to changing needs.
- Manages multiple tasks and deadlines.
- Supports and promotes the Agency's vision, mission, and core values.

Knowledge and Skills

- Mentors staff on all major programs within Division.
- Knowledge of the core functions and essential services of public health.
- Knowledge of general office principles and practices.
- Knowledge of software applications relative to the position assignment.
- Knowledge of basic accounting and mathematics.

- Knowledge of proper English grammar, usage, and spelling.
- Knowledge of action tracking on specific work assignments or other items related to work position.
- Ability to keep accurate reports and records.
- Organizational skills.
- Requires a self-starter with the ability to work both independently and as a team member in a professional environment.
- Good natured with a positive attitude; able to perform under pressure.
- Ability to interact effectively and in a supportive manner with patients, stakeholders, and public peers.
- Always courteous and respectful regardless of race, creed, family and/or economic situation.
- Bilingual language skills a plus.
- Ability to use good judgment and persistence in overcoming challenges, addressing conflicts and solving problems.
- Effective oral and written communication skills, including phone skills and etiquette.
- Attention to detail, and adherence to established policies and procedures required.
- A problem solver, with the ability to organize and prioritize responsibilities.
- Is flexible, and able to embrace and implement change.
- Touch typing/keyboarding with speed and accuracy.
- Working knowledge of Windows personal computer, Microsoft Word and Excel.
- Knowledge and understanding of Patient Centered Medical Homes (PCMH) process.
- Knowledge and understanding of public health accreditation process.
- Criminal background verification required.
- Ability to time budget in areas of workforce development and Agency duties.

Due to the need for all Health Department personnel to respond to public health emergencies, the employee must be assessed for his/her ability to meet the physical demands of performing the following activities:

- Engage in the following movements: climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, feeling and writing and repetitive motions.
- Must be able to be fitted and wear NIOSH 95 mask. (Requires the elimination of facial hair/beard.)
- Exert up to 50 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Hearing ability sufficient enough to communicate with others effectively in person and over the phone.
- Ability to hear and respond to internal or external emergency or evacuation alarms.
- Visual ability must be sufficient enough to read typewritten documents, computer screen and drive a car.

If unable to demonstrate these abilities based upon a standardized, objective assessment performed by external occupational health professionals, all reasonable accommodations will be made, in compliance with the Americans with Disabilities Act and any other applicable Federal and Ohio law.

Working Conditions While Performing Essential Functions

- General office setting in health department facilities, as well as occasionally in community sites including clients' homes and workplaces.
- Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as snow/ice, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from off-site locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
- In all settings, employees in this classification may occasionally need to relate to members of the public who exhibit challenging atypical or hostile behaviors and/or communication.
- May include alternate sites, temporary locations and/or multiple locations depending on the public health emergency.

Equipment Used to Perform Essential Functions

Including, but not limited to computer, fax, copier, scanner, calculator, multi-line telephone, cell phone, camera, video recorder, public health and medical equipment and supplies related to duties, and personal vehicle.

Bloodborne Pathogen Risk Code: None Low Medium High

Qualified Applicants

Qualified applicants may apply by visiting the Erie County Health Department/Erie County Community Health Center's website, www.eriecohealthiohio.com, where employment applications and current job postings are available for viewing and completion. A completed Erie County Health Department/Erie County Community Health Center employment application must be submitted to the Human Resources Department prior to 5:00 p.m. on December 28, 2018. EOE/AA/ADA

Approved for Content & Posting _____

Erie County Health Commissioner

Date

10/29/18