



POSITION TITLE: COMMUNITY LIAISON DIRECTOR - FLORIDA

JOB SUMMARY:

The Community Liaison Director (CLD) works closely with community partners to advance the CHW profession within their state. The key responsibilities of the CLD are to identify and secure practice-based learning sites across the state for MHP Salud's CHWs in training, oversee the day-to-day activities of the training implementation, ensure practice-based learning sites meet program requirements, and receive adequate support through providing technical assistance.

ESSENTIAL FUNCTIONS:

An essential function of all employees is to provide excellent customer service by being professional and respectful in all interactions each day. It is also expected that all employees are timely and responsive in their communication with others.

- Promote the CHW workforce within the designated state by facilitating webinars, meeting one-on-one with organizations, and developing written content for public dissemination.
- Represent MHP Salud at conferences, meetings, work groups, and other related initiatives.
- Serve as a member on assigned organizational memberships.
- Collaborate with partner organizations to recruit new and current CHWs for participation in the training, field placement, and apprenticeships programs.
- Develop and manage relationships and formal agreements with organizations that provide field placements, apprenticeship sites, and/or CHW certification.
- Provide technical assistance to field placement sites to support the management and integration of CHWs into the field placement sites.
- Monitor progress of project to ensure compliance with timelines, deliverables, and funder requirements.
- Oversee budgets, evaluation and data analysis, and reporting for projects, including communication with funders.
- Ensure all programmatic and trainee data is collected and in compliance with funder requirements.
- Process tuition, stipends, and other relevant costs related to enrolled trainees in coordination with the Business Office and in alignment with funder requirements.

NON-ESSENTIAL FUNCTIONS:

- Other duties as assigned

This list of functions is not intended to be exhaustive, but the job functions require the core competencies listed below. The organization reserves the right to revise this job description as needed to comply with actual job requirements.

COMPETENCIES:

Competencies describe the skills, knowledge, and attributes necessary to perform the job and these competencies should be demonstrated by all employees across the organization.

- **COMMUNICATION SKILLS** – The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing.
- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one’s work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **LEARNING** – Readily absorbs and comprehends new information from formal and informal learning experiences; puts new knowledge, understanding, or skill to practical use on the job.
- **TEAMWORK AND COLLABORATION** – Participates as a member of a team to move the team toward the completion of goals; maintains strong, personal connections with team members and key stakeholders; aligns personal work and performance with the broader team to achieve mutual outcomes.
- **ABILITY TO INFLUENCE** – Uses appropriate interpersonal styles and techniques to gain acceptance of ideas or plans. Effectively explores alternatives to reach outcomes that gain the support and acceptance of others. Describes expectations, goals, or requests in a way that provides clarity and excites interest.
- **BUILDING PARTNERSHIPS** – Identifies opportunities and takes action to build strategic relationships between one’s area and other organizations to achieve goals; collaboratively determines the scope and expectations of the partnership so both areas’ needs are met; implements effective means for monitoring and evaluating the partnership process and attainment of mutual goals.

COMPANY VALUES:

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** —Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

QUALIFICATIONS:

REQUIRED:

- Must reside in the designated state.
- Must be willing to travel throughout the state as needed
- Bachelor's degree
- Minimum of 3 years of supervisory experience
- Excellent written and verbal communication skills
- Experience utilizing equipment (such as phone, laptop, tablet) to complete required job functions.
- Experience utilizing software such as Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new software required for the position.
- Reliable transportation, valid driver's license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).

PREFERRED:

- Reads, writes, and speaks in Spanish and English
- Bicultural experience gained through lived experience
- Curiosity about different cultures and experiences of communities other than one's own
- Knowledge of and/or familiarity with community capacity building, advocacy, community-based work
- Knowledge of and/or experience with community health programs, low-income and/or underserved communities, promoting health equity
- Degree and/or relevant experience working in community development, public administration, public health, or relevant field
- Community Health Worker training and/or certification

SKILLS:

REQUIRED:

- Experience working with health, community advocacy, workforce development, community building, etc.
- Experienced in public speaking, advocacy, and community relations.
- Prolonged periods of sitting at a desk and working on a computer. May be required to stand for prolonged periods of time, climb stairs, and perform strenuous activity.
- Must be able to frequently lift and/or move up to 10 pounds.

PREFERRED:

- Experience in workforce development

- Ability to occasionally lift and/or move up to 50 pounds.

SPECIAL CONDITIONS:

- Thorough background screening upon hire including Local, State, and Federal Law check, Employment Reference check, DMV check, criminal records check.

JOB CLASS: Program Management

POSITION STATUS: Exempt

SUPERVISED BY: Senior Program Director

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (Print)

Employee Signature and Date

Supervisor's Name (Print)

Supervisor's Signature and Date