



## **JOB DESCRIPTION**

**POSITION:** Member and Community Liaison I

**STATUS:** Non Exempt

**REPORTS TO:** Program Coordinator

**SUPERVISES:** None

**DEPARTMENT:** Member and Community Service Unit

### **SUMMARY:**

This position works to support the goals of the Member and Community Services Unit (MCS Unit). The Member and Community Liaison (MCL) will provide a key role in maintaining relationships with and receiving feedback on APHCV's services from both patients and community members. The MCL will outreach to targeted communities, provide health education, provide support services to patients, and review APHCV's customer-friendliness. This position shall observe and follow all policies and procedures of APHCV and MCS Unit.

APHCV expects all employees to respond and participate to emergency situations per its emergency policies and procedures.

### **DUTIES AND RESPONSIBILITIES:**

1. Provide patient support services including information, education, physical, and wellness activities for APHCV patients. Provide community services including outreach, information, education, and physical, and wellness activities for target populations as defined by the Member and Community Services Unit.
2. Provide the above services according to APHCV's policies, procedures, and structure prescribed by Program Coordinator and MCS Unit Manager.
3. Submit all grant contract required forms and/or reports as well as any reports required by the Program Coordinator.
4. Work with the Program Coordinator or her/his designee to develop and maintain an advisory committee (eg. patient advisory committee, community advisory committee) that will solicit feedback from the patients and their families on APHCV services. Advisory committees will be conducted according to Patient Center Medical Home Certification objectives.

5. Assist with APHCV’s Community and Patient Needs Assessment by conducting or participating in a needs assessment according to APHCV’s Needs Assessment Procedure.
6. Assist with development and maintenance of community resources for APHCV patients.
7. Attend MCS Unit and/or APHCV meetings, trainings, seminars, and conferences as required by the Program Coordinator.
8. Perform any other job-related duties assigned by Program Coordinator and MCS Unit Manager.

**QUALIFICATIONS:**

- Bachelor’s Degree in Public Health, Health Education or similar degree, or a minimum of 2 years working experience in the Latino community
- Ability to speak, read, and write fluently in both English and Spanish
- Knowledge and familiarity with the Latino communities in the Silverlake, West Lake, Echo Park and El Monte areas
- Strong communication skills, filing, and organization
- Ability to work efficiently, accurately, and with minimum supervision
- Ability to teach, instruct, or provide presentations to big groups
- Interest and commitment in improving community health
- Skilled in time management and able to prioritize
- Proficiency with computers – working knowledge of Microsoft Office applications (Word, Excel, Outlook) and internet
- Availability to work in the evenings and weekends

**PREFERRED SKILLS:**

- Outreach and/or public health and/or community-relevant experience preferred
- Knowledge and familiarity with the U.S health care system and API health issues
- Knowledge of health promotion and education
- Experience in providing interpretation and translation of health related materials

**HR Procedural requirements:**

- Legal authorization to work in the United States
- A valid California Driver’s license with clean records and access to insured automobile
- Completion of APHCV Health Assessment Form
- Completion of DOJ background check

**PHYSICAL REQUIREMENTS:**

Must be able to materially perform the task normally associated with the position including but not limited to: ability to lift up to 25 lbs.

Last updated on: \_\_\_\_\_

**EMPLOYEE ACKNOWLEDGMENT:**

I have read my job description and understand its contents. I agree to perform the duties and responsibilities to the best of my ability. If at any time I have questions about its contents, I will discuss with my supervisor any clarification. I have received a copy of this job description and understand that it will be used to evaluate my performance both on an ongoing basis and at regular intervals.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date