



Job Titles:	Community Care Hub Coordinator
Reports to:	Program Director
Job Classification	Full time

Job Summary

This position is responsible for supporting the growth and operations of both the Inclusive Alliance IPA Community Care Hub and the Maternal Community Behavioral Health Project, a partnership of Inclusive Alliance and FLIPA. In consultation with the Program Director, the incumbent will assist the Program Director and project teams at each partner organization in ensuring day-to-day project implementation according to the approved narrative, timeline, and budget; schedule trainings and case conferences with care team members; provide a central point of contact for patient care coordination; and collect and report data.

Job Responsibilities

- ◆ Support Program Director to manage project schedule and workplan to align to program objectives and funder requirements
- ◆ Organize and communicate details of the project to team members and serve as a liaison between project teams and the Project Directors
- ◆ Facilitate case conferences and meetings with individuals from multiple organizations, tracking actions and follow-ups, supporting appointments and communication with care teams and patients as needed
- ◆ Support implementation of project activities with partner organizations
- ◆ Leverage identified data collection platform(s) for timely and accurate submission of patient needs and information
- ◆ Support the creation and maintenance of comprehensive project documentation, plans and reports
- ◆ Identify challenges and opportunities for improvement related to project implementation
- ◆ Support data collection as identified in data evaluation plans
- ◆ Assist in the completion of grant applications that support Inclusive Alliance goals
- ◆ Be willing to do what it takes, even if it is outside of the stated position description, to contribute to the overall success of Inclusive Alliance

Qualifications

Education & Experience

- ◆ Bachelor's degree in a related field such as public health, social services, or similar. Relevant work experience may be used to satisfy unmet educational requirements.
- ◆ 3-5 years of community collaboration, interdisciplinary care coordination or related experience required
- ◆ Experience utilizing any variety of EHR or CRM software to support previous work experience preferred
- ◆ Experience within the New York State health care system (population health, behavioral health, Federally Qualified Health Centers, or similar) preferred
- ◆ Experience working with pregnant and post-partum individuals with behavioral health needs preferred
- ◆ Comfort working in start-up environments, including changing requirements and uncertainty



Skills, Knowledge, and Abilities

- ◆ Knowledge of community-based organizations, networks/collaboratives, and the health care system in Central New York required
- ◆ Ability to manage multiple priorities effectively with minimal supervision
- ◆ Outstanding communication and people skills that reflect person-centered best practices and individual autonomy
- ◆ Familiarity with the Microsoft Office suite of programs
- ◆ Ability to work as part of a fast-paced team with complex RACI (responsible, accountable, consulted, and informed) roles comprising internal staff, consultants, vendors, and external partners
- ◆ Strong interpersonal skills, independently resourceful and thrives in a remote work environment
- ◆ Proven ability to complete projects according to defined timelines and objectives
- ◆ Takes responsibility for the quality and timeliness of work and achieves results with little oversight

Additional Information

- ◆ This position will be remote with minimal (up to 20%) local travel for on-site meetings or training within the Central New York Area. A valid drivers' license and/or access to a vehicle is required to meet local travel needs.
- ◆ Current resident of the greater Syracuse area preferred
- ◆ The Salary range budgeted for this position is \$48,000-\$52,000
- ◆ Inclusive Alliance's benefits program includes a New York State of Health Marketplace health insurance reimbursement stipend, a 403(b) plan, 20 days of paid vacation per year, 11 paid holidays per year, 12 paid sick days per year, & bereavement leave
- ◆ This is a grant funded position. Job responsibilities may change based on grant renewal opportunities.

Equal Opportunity Employer Statement

Inclusive Alliance is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Inclusive Alliance makes hiring decisions based solely on qualifications, merit, and our business needs at the time.

To apply, please submit a cover letter and resume to info@inclusivealliance.org.