

Cascade County

Job Vacancy Announcement

Position: CONNECT Community Referral Coordinator	Closing Date: Open Until Filled
County Dept: City-County Health Department	Dept. Admin.: Trisha Gardner
Type of Position: Part-Time (24 hours per week)	Salary: \$16.83 - \$17.79 DOE Must join MPEA Union
Applications available at Cascade County Human Resources Department, www.cascadecountymt.gov or Job Service. All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.	

POSITION DESCRIPTION

Under general supervision of the City-County Health Department (CCHD) Family Health Services Division Manager, the CONNECT Community Referral Coordinator (CONNECT Coordinator) primarily performs the promotion, implementation and coordination and technical support of the CONNECT web-based referral system for the CCHD and Cascade County (County). This includes identifying potential stakeholders, agencies and providers for enrollment, scheduling events to promote the system, providing system specific education and training to new users and offering technical support to those already enrolled, tracking enrollment and outreach activities, communicating effectively with the State CONNECT liaison, initiating and developing key relationships between individuals and groups in the community and ensuring all grant deliverables are met in a timely manner, providing technical support for the community web-based referral system in the County. The CONNECT Coordinator primarily performs the promotion, implementation and coordination and technical support of the CONNECT web-based referral system for the CCHD and County. Collaborates and works effectively with state and community partner agencies, groups and individuals with the goal of promoting implementation, support, coordination and utilization of the CONNECT referral system. This position requires strict adherence to privacy and confidentiality laws such as HIPAA/FERPA and other related privacy and security rules due to handling of confidential and sensitive information. This position is grant funded.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

Coordinates web-based referral system for Cascade County, recruits new local partners to use CONNECT referral system, reconnects and trains previous users of the system, provides onboarding, training, technical support and assistance for agencies and providers, trains and supports other administrators in the county, participates in change management discussions for successful adoption of the referral system, assists in programming new agencies and users into the system, assists agencies to develop unique community referral forms, coordinates changes to the referral system with the State-wide CONNECT Program, manager in response to evolving community and user needs, creates reports and provides information about referral outcomes to agencies with assistance of the State-wide CONNECT Program Manager, coordinates local team meetings, works to maintain cooperative working relationships with partnering agencies and organizations interested in CONNECT, represents agency at community events, assists with meeting grant related performance measures, participates in specific data training, performs duties efficiently and effectively, follows agency and County policies and procedures, maintains strict confidentiality of sensitive information, establishes and maintains productive working relationships with fellow employees, supervisors, leadership and staff from partnering agencies and the public, performs other duties as required or assigned.

Knowledge and understanding of: County and CCHD policies and procedures, CCHD programs, program support and development, data management systems and computer software, community health and human service resources, network and referral systems, creating and implementing referral system to comply with program goals, effectively organizing resources and establishing priorities, modern office equipment, computers and software programs and video conferencing, establishing effective working relationships with fellow employees, supervisors, and leadership and staff from partnering agencies, HIPAA /FERPA and other Privacy and Security Rules, Microsoft Office, PowerPoint, Outlook, Word, Excel, Publisher and the internet, County and department safety policies and procedures.

Skills in: Public speaking, principles, methods and practices of program promotion, developing positive working relationships within the agency and community partners, exceptional interpersonal, verbal and written communication, effective listening, efficient organization, time management and planning, identifying need for system training, providing presentations and education to community partner agencies, tracking and analyzing data, establishing and maintaining effective working relationships with other County departments, employees, federal and state agencies, private agencies, and the public, scanning documents into files, converting documents into different type of files, creating PowerPoint presentations.

Ability to: Ensure compliance with federal and state confidentiality regulations, evaluate programs according to prescribed standards, proficiently operate a computer to manage data and complete required job duties, interact with the public or other employees in a professional, respectful and courteous manner, interact with challenging individuals and display sound judgment under stressful situations, multi-task and maintain concentration during frequent interruptions, maintain strict standards of confidentiality, understand and follow oral and/or written policies, procedures, and instructions, demonstrate high attention to detail, occasionally travel for delivery of services in a four-county area and for state-wide trainings, work independently with little direction and as part of a team, develop and maintain positive working relationships with staff and community agencies, maintain good time management and organizational skills, use proper sentence structure, punctuation, grammar and spelling, work effectively with others, communicate in a professional and effective manner with others both orally and in writing, read, review, analyze, compile and comprehend material, meet established timelines and/or deadlines, remain flexible and handle multiple tasks under tight deadlines, exercise sound judgment and decision-making skills within

established standards, policies and procedures, adapt to changes in the work environment, managing competing demands, changes approach or method to best fit the situation, deal with frequent change, delays and or unexpected events, maintain strict confidentiality and compliance with multiple privacy and security rules, occasionally lift up to 20 pounds, pass a criminal background check, observe required work hours and demonstrate punctuality, observe established lines of authority, identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements, work independently and as a team member with minimal supervision, demonstrate punctuality and observe established work hours, accept responsibility and be self-motivated.

EDUCATION AND EXPERIENCE

The above is typically acquired through a combination of education and experience. At a minimum, all applicants must have:

Education/Experience/Training:

- Associate or bachelor's degree in Communication, Business Management, Health Promotion or Business Administration from an accredited college or university **and** one (1) year of experience working with resource and referral systems, experience with adult learners preferred **and** 2 years of experience with word processing, database management in an office setting required.

Certifications:

- Valid Driver's License issued by the State of Montana

The successful applicant shall serve a 6-month probationary period and must join the MPEA Union. The successful applicant may have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the county.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (Part 4) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER