

JOB DESCRIPTION – Health Education and Outreach Coordinator

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an Arrive and Thrive mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

This position will coordinate health education, wellness events, and resources for eligible clients. The goal is to complement the efforts of the entire Health & Wellness team to guide our clients towards healthcare independence through respectful, culturally relevant, and trauma-informed pathways. This position will seek to identify internal and external resources to educate clients about the US healthcare system, including accessibility and quality of care. The position will also seek to engage third-party resources to provide wellness events and clinics in response to client needs.

This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. This position reports to the Health & Wellness Manager.

Core responsibilities include, but may not be limited to, the following:

- Research and develop educational programs with the Health & Wellness Manager that will assist clients with equitable access to healthcare in the KC metro. Build strong relationships with community partners to ensure clients are given multiple avenues towards success.
- Use internal and third-party curriculum to develop a robust program of health and wellness related topics. Meet with community partners and organizations to present clients with a robust curriculum of health and wellness related topics. Ensure materials are trauma-informed and culturally relevant.
- Identify third-party resources to assist clients in meeting health outcomes. Coordinate clinics and distribution of items.
- Track attendance, create and implement pre- and post-assessments, and analyze results from clients participating in educational classes or activities. Collect and compile all data necessary for reporting.
- Create or work with outside resources to develop educational materials to aid clients in understanding health care access, learn how to advocate for themselves or their families, and accomplish individual Plan of Care goals for clients.
- Collaborate with the Health and Wellness Manager and Health Navigators to identify trends that would improve client understanding of their health or the American healthcare system.

- Collaborate with area hospitals to schedule tours of specialty facilities and expand educational resources for clients. Work particularly towards additional prenatal, dental, and mental health services.
- Maintain records of client eligibility, participation, progress, costs, and other relevant data in ClientTrack. Document case notes related to provision of services and ongoing health care needs. Actively collaborate with the Healthcare Coordinator to ensure services are not being duplicated.
- Develop strong understanding of the unique challenges facing the KC metro refugee populations and be willing to assist other divisions with emergencies, special events, and client management as needed.
- Assist with the logistics coordination for clients to attend classes and other sessions, working with staff members, third-party transportation services, and volunteers. Be willing to provide direct transportation in personal vehicle or Della Lamb vehicle.
- Work closely with Health & Wellness Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.
- Observe and listen to client feedback about the quality of their community's housing, employment, and neighborhoods to identify opportunities for connection with community champions, agencies, faith-based institutions, and community sponsors to mutually achieve a better quality of life in refugee neighborhoods.
- Other duties as assigned.

Professional Qualifications:

- Strong verbal, written, and public-speaking communication skills.
- Application of critical thinking skills to assist in the development and growth of our programs.
- Adept at client-centered, strengths-based case management approach.
- Strong organizational and team-building skills.
- Strong attention to detail.
- Strong understanding of confidentiality laws and ethics regarding personal protected identifying and medical information.
- Previous work experience in managing multiple projects and working with multiple vendors/customers/clients.
- Reliable and available transportation for yourself and clients for appointments
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.
- Flexibility to respond to the ever-changing medical and mental health needs of our clients in a professional manner.