

Position Title: Help Me Grow Community Liaison
Prop 10 ADHDL D Program
 Creation Date: May 31, 2016 05:58:45pm
 Last Updated: May 31, 2016 06:14:54pm
 Position Number: 20078354228 May 31, 2016 06:14:54pm up to present
 Department: Prop 10 ADHDL D Program

Job Summary: Reporting to the Help Me Grow Manager, connects families and children to developmental services by supporting Care Coordinators, conducting outreach to physicians and service providers, leading Connection Cafes and building positive relationships with community providers to learn about resources.

Require Population Served tab: No

SPECIFICATIONS

<u>Description</u>	<u>Minimum Required</u>	<u>Preferred / Desired</u>
<u>Experience</u>	3 years experience working within community groups, public, private and/or governmental agencies in human services, education or child development field.	3 + years experience working in a variety of community programs, public or private. Experience working in Orange County California
<u>Education</u>	Bachelors degree in education, psychology, social work, child development, public health or related field.	Masters Degree in related field.
<u>Training</u>		
<u>Special Skills</u>	Knowledge of systems & programs that deal with children and families facing developmental , behavioral and learning problems. Knowledge of basic principals of child development. Ability to apply theoretical knowledge to participate in the development of programs and services that supports children and families. Ability to work under general guidelines with own initiative. Possess strong analytical skills to identify gaps & barriers. Excellent communication and interpersonal skills to work with diverse groups of physicians, faculty, community members. Skill in organizing formal and informal networking opportunities. Effective writing and communication skills.	Bilingual English and Spanish

Licensure

Drivers License - Class C

Reporting Relationships

Does this position formally supervise employees?

No

If set to YES, then this position has the authority (delegated) to hire, terminate, discipline, promote or effectively recommend such to manager.

Job Requirements

No Job Requirements Selected

WORK ENVIRONMENT

Functional Demands | Light

Label	Short Description	Full Description
Sedentary	Very light energy level	Lift 10 lbs. box overhead. Lift and carry 15 lbs. Push/pull 20 lbs. cart.
Light	Moderate energy level	Lift and carry 25-35 lbs. Push/pull 50-100 lbs. (ie. empty bed, stretcher)
Medium	High energy level	Lift and carry 40-50 lbs. Push/pull +/- 150-200 lbs. (Patients on bed, stretcher) Lateral transfer 150-200 lbs. (ie. Patient)
Heavy	Very high energy level	Lift over 50 lbs. Carry 80 lbs. a distance of 30 feet. Push/pull > 200 lbs. (ie. Patients on bed, stretcher) Lateral transfer or max assist sit to stand transfer.
Other

Activity Level Throughout Workday

Physical Activity Requirements	Occasional (0-35% of day)	Frequent (36-66% of day)	Continuous (67-100% of day)	Not Applicable
Sitting		X		
Standing		X		
Walking		X		
Climbing (e.g., stairs or ladders)	X			
Lifting - Floor to waist level	25 lbs.	0 lbs.	0 lbs.	
Lifting - Waist level and above	25 lbs.	0 lbs.	0 lbs.	
Carry objects		X		
Push/Pull	X			
Twisting	X			
Bending	X			
Reaching forward	X			
Reaching overhead	X			
Squat/kneel/crawl	X			
Wrist position deviation				X
Pinching/fine motor activities		X		
Keyboard use/repetitive motion		X		
Taste or Smell				X
Talk or Hear			X	
Sensory Requirements	Accurate 20/40	Very Accurate 20/20	Not Applicable	
Near Vision	X			
Far Vision	X			
Color Discrimination	Yes X	No	Not Applicable	
Depth Perception	Minimal	Moderate X	Accurate	Not Applicable
Hearing			X	

Environment Requirements

Occupational Exposure Risk Potential

Reasonably Anticipated **Not Anticipated**

Bloodborne Pathogens		X
Chemical		X
Airborne Communicable Disease		X
Extreme Temperatures		X
Radiation		X
Uneven Surfaces or Elevations		X
Extreme Noise Levels		X
Dust/Particulate Matter		X
Other (List)		
Usual workday hours	8	

ESSENTIAL FUNCTIONS

Total Weight 60%

Essential Functions		Weight
1.	Has primary responsibility for conducting community outreach by interfacing with agency/program contacts to learn about the services they provide and to inform them of the services provided by Help Me Grow.	10.0%

Performance Expectations	
1.1	Contacts agencies providing developmental and behavioral services in Orange County, identifies appropriate contacts and coordinates meeting time and place.
1.2	Gathers specific information about the services provided by each agency and all the associated programs related to developmental and behavioral services and shares that information with the HMG team
1.3	Presents to agencies/organizations and their staff in small and large group settings.
1.4	Submits accurate monthly report by fifth day of the month for all outreach activities as outlined in monthly report spreadsheet

Essential Functions		Weight
2.	Acts as expert resource to all HMG Care Coordinators including but not limited to those located at 2-1-1 Orange County to ensure families and children are connected to services.	5.0%

Performance Expectations	
2.1	Interfaces with Care Coordinators to review caller needs, support resource identification and referral process during case conference and on a daily basis as needed.
2.2	Works collaboratively with Care Coordinators to provide support in finding resources for callers with complex needs or language barriers. May need to communicate directly with callers that require extended resources and will be case carriers for these families for STAR entries of referrals, follow-up and work completed.
2.3	Trains new staff on community resources and the HMG processes as appropriate for new hires' role.

Essential Functions		Weight
3.	Engages in the multi-level task of updating the resource inventory by connecting with agency/program contacts, learning about services, gathering updated information, and completing entries in resource inventory.	10.0%

Performance Expectations	
3.1	Identifies agencies and services within assigned region and works with 2-1-1 resource department to determine if HMG is responsible for add/update. Keeps master HMG spreadsheet updated with the resources in assigned region.
3.2	Gathers new/updated resource information and completes entry in resource inventory within 2 week of receiving information.

Essential Functions		Weight
4.	Conducts at least two networking events, Connection Cafes, within assigned region.	10.0%

Performance Expectations	
4.1	Works with peers to ensure events are spread evenly in the calendar (not closer than 4 weeks) and in a variety of locations within each region.
4.2	Coordinates all activities related to event including but not limited to location, announcements/invitations, speaker, packet, food order/pick-up, agenda, networking activity, etc. ,

Essential Functions		Weight
5.	Conducts outreach to health care providers on developmental surveillance and screening, early identification and connection to services through Help Me Grow.	10.0%

Performance Expectations	
5.1	Recruits medical offices/clinics/individual practitioners within their assigned region for training/site visit on developmental surveillance, screening and use of Help Me Grow.
5.2	Conducts visits with materials for each medical practice including education packets, PowerPoint, referral information, etc.
5.3	Determines outcome of visit and documents on monthly report to ensure annual target is met.

Essential Functions		Weight
6.	Conducts listserve for assigned region using Constant Contact application.	5.0%

Performance Expectations	
6.1	Corresponds with programs/agencies within assigned region to gather announcement information for weekly listserve. Includes their information in weekly listserve following the HMG guidelines.
6.2	Sends at least one aggregate listserve announcement per week following the calendar for "day to send" as agreed upon by HMG team.

Essential Functions		Weight
7.	Builds the relationships within assigned region by participating in coalitions, task forces, committees, and community events, etc.	5.0%

Performance Expectations	
7.1	During meetings will represent HMG and share information about services provided including call center and website access points, developmental screening trainings and other HMG activities.
7.2	Networks before, during and after meetings to build relationships, learn about other programs/services and find opportunities to connect with colleagues providing developmental and behavioral services.
7.3	Participates in weekend/day health and resource fairs targeted at families with young children. Can include staffing a resource table at other agency events such as FRCs, Screening Days, etc.

Essential Functions		Weight
8.	Completes three goals for the performance period. Goals/objectives may be team or individually based as agreed upon with supervisor.	5.0%

Performance Expectations	
8.1	Objectives/Goals completed on time.

CORE VALUES

Total Weight 40%

Essential Functions		Weight
1.	iCare Principles - Please determine baseline score for CHOC's new standards of behavior.	30.0%

Performance Expectations	
1.1	

	<p>Communication and Information Sharing</p> <ul style="list-style-type: none"> * Smile, make eye contact, greet others, provide my name and role when interacting with others * Communicate with sincerity, honesty and respect for culture diversity * Actively listen with respect and compassion, without interrupting * Encourage feedback and questions * Partner with families in order to understand and meet their unique needs * Collaborate to achieve optimal outcomes
1.2	<p>Accountability</p> <ul style="list-style-type: none"> * Commit to delivering excellent service every day * Remember the importance of the "first impression" * Adhere to departmental and CHOC policies * Conserve CHOC resources and supplies by using them wisely and in the best interest of CHOC * Take responsibility for my actions, welcome views of others, and maintain objectivity * Take pride in my environment by maintaining safe and clean surroundings * Maintain professional boundaries with patients, families, colleagues and vendors
1.3	<p>Respect</p> <ul style="list-style-type: none"> * Speak to patients and others in ways that are clear and non-judgmental * Show concern, interest and follow-through with commitments * Do not engage in negative behaviors such as second-guessing, undermining, infighting, arrogance, gossiping and back-stabbing * Ask patients and those I serve how I can best support them and never assume I know what is best * Speak in a positive manner about our Associates, medical staff and organization * Respect privacy and confidentiality at all times
1.4	<p>Excellence</p> <ul style="list-style-type: none"> * Take ownership to continuously improve processes within my role, department and throughout CHOC * Strive to improve myself and the outcome of my work * Seek opportunities for improvement, understand what's expected of me, and apply best practices * Embrace change and offer suggestions for resolutions to challenges * Take action if I see an unsafe act or condition that impacts quality of care or the safety of others * Recognize others for outstanding performance
1.5	<p>Core Values</p> <p>*Evaluate the associate's overall integration of CHOC's iCARE Principles and Core Values in their daily interactions which consistently demonstrate Excellence, Innovation, Service, Collaboration, Compassion and Accountability.</p>

Essential Functions		Weight
2.	Safety Compliance	10.0%

Performance Expectations	
2.1	Completes Annual Compliance Education (ACE) on time. <i>(RATING GUIDELINE: 1 = did not complete prior to expiration date; 5 = completed prior to expiration date).</i>
2.2	Material Safety Data Sheets (MSDS) reviewed annually and demonstrates proficiency for assigned area(s). <i>(RATING GUIDELINE: 1 = did not review and show proficiency; 5 = reviewed and shows proficiency).</i>
2.3	Annual TB screening completed before due date. <i>(RATING GUIDELINE: 1 = did not complete prior to expiration date; 5 = completed prior to expiration date).</i>
2.4	Annual flu participation completed - Associate submitted either a consent or declination for the flu vaccine prior to the end of the designated flu season. <i>(RATING GUIDELINE: 1 = did not complete; 5 = completed)</i>
2.5	Required license and/or certifications renewed and documented prior to expiration date. License - must be able to primary source verify prior to expiration date; Certifications - copies of renewed certifications provided to supervisor prior to expiration date. <i>(RATING GUIDELINE: 1 = did not complete prior to expiration date; 5 = completed prior to expiration date; N/A if not applicable).</i>
2.6	All Positions - Accountable for continually implementing and demonstrating patient safety in all assigned duties. Demonstrates active participation in processes that support the National Patient Safety Goals. Accountable within scope of practice to assure that the safe delivery of healthcare services is maintained on an ongoing basis.
2.7	Clinical Positions Only (all others "N/A") - Provides care to patients in a manner that promotes patient safety and compliance to all safety related policies/procedures. Continually strives to demonstrate the safe delivery of healthcare services.

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