

Outreach Worker Supervisor

Position Type: Outreach Worker Supervisor

General Job Statement: The Outreach Worker Supervisor reports to the Director of Programs and will primarily manage day to day operations of the outreach worker program to ensure quality program and service delivery. The Outreach Worker Supervisor will work closely and collaboratively with BCHN's Community Health Promotion and Education team, health center and emergency department patient care teams, to improve patient care and outcomes. He/she will also collaborate with key community partners and leaders to develop and maintain positive partnerships and promote health and wellness among Bronx residents.

Key Responsibilities:

Program

- Provide outreach workers (community health workers, Emergency Department liaisons, patient navigators) with day to day supervision, coaching and support
- Assess the care coordination needs at individual health centers and emergency departments and deploy outreach workers based on the needs and skill sets required to address these needs.
- Develop and maintain open communications and positive relationships with key personnel at centers, emergency departments and community organizations.
- Collaborate with health centers' and emergency departments' patient care teams to ensure that outreach workers activities are within their scope of practice and that outreach workers function as core members of the patient care teams.
- Optimize and enhance outreach worker roles through continuous quality improvement

- Develop quarterly plan and schedule for conducting health education and mobilization activities in the community and health facilities.
- In collaboration with staff, effectively set individual performance objectives related to overall programmatic strategies and goals.
- In collaboration with BCHN's Community Health Programs Developer, assess training needs and coordinate training for CHWs, Patient Navigators and ED Liaisons.
- Expand linkages between communities, key stakeholders and BCHN.
- In collaboration with BCHN's Marketing/PR Specialist and Director of Programs, plan, develop and implement strategies to promote programs and services, and develop and disseminate promotional materials.
- Assist the Performance Improvement and Evaluation Team in enhancing data collection, analytical, assessment and reporting tools and processes to facilitate program planning and evaluation, and performance improvement.
- Take on special projects as assigned.

Administrative

- Assist the Director of Programs in recruiting, orienting and organizing the outreach workers team.
- Ensure supervisees adhere to BCHN policies and procedures and receive continued coaching and/or progressive discipline if necessary.
- Supervise and maintain a functional cadre of motivated outreach workers and a supportive environment.
- Provide regularly scheduled weekly supervision to all supervisees, including regular supervisory meetings, shadowing and site visits, discusses/develops professional development plans. Actively strategizes with staff on reaching performance targets and expected

work performance; manages supervisee's work behavior, nurtures and holds staff accountable.

- Facilitate regular group meetings among supervisees to discuss their work, provide mutual support and facilitate learning from each other.
- Be available to consult with outreach workers and provide intervention support.
- Attend weekly/monthly health center meetings.
- Maintain quarterly calendar of health events. Assign health events to patient navigators and CHWs.
- Review and approve monthly reports submitted by supervisees and ensures reports are completed in alignment with reporting deadlines; completes thorough and accurate documentation on a timely basis and ensures productivity.
- Represent BCHN at community meetings and present BCHN's programs.

Qualifications:

- A minimum of a Bachelor's Degree from an accredited college in public health, public health administration or health education correlated field. A master's degree in a related field is a plus.
- A minimum of 2 years of health care supervisory experience (union environment preferred).
- The ability to provide leadership, set program goals and make difficult decisions; should empower those receiving supervision and offer constructive criticism
- Sound knowledge of the health care system and the range of organizations that serve persons in need of social supports services.
- Excellent organizational skills to plan and prioritize work.
- Strong interpersonal communication skills.
- Proficiency in Microsoft Word, Excel, Power Point, spreadsheets and database.
- Willingness and ability to work a flexible schedule to meet the needs of the organization.

