

Community Engagement Specialist

About Rural Health Association of Tennessee:

RHA is a 501(c)3 non-profit with the mission to lead the way for a healthy Tennessee through partnerships, advocacy, education, and resources. As a member-driven organization, the goal of the association is to serve as a trusted resource to our members, partners, and the public so that together we may tackle Tennessee's toughest public health issues.

Position Overview:

The Community Engagement Specialist (CES) is responsible for building relationships with community-based organizations (CBOs) with the goal of recruiting, training, and retaining organizations to adopt Tennessee Community Compass (TCC) a "closed-loop referral system." The position involves developing outreach plans/lists, recruitment via phone calls, emails, and visits, and delivering training and technical assistance as needed to increase the adoption of TCC. The position reports to the Community Engagement Director.

Responsibilities and Duties:

- Develop outreach and recruitment plans aimed at recruiting priority organizations to adopt the Tennessee Community Compass platform.
- Conduct recruitment activities including list building, cold calls, emailing, and visits as necessary to meet recruitment and adoption goals.
- Establish and grow deep, sustainable relationships with RHA members and CBOs in assigned regional areas, with the goal of increasing nonprofit usage of TCC tools.
- Train RHA Members and other CBOS on how to use TCC's suite of tools to streamline their work, connect to each other, and support a shared population.
- Advocate for the ongoing needs of members and partners through gathering feedback and understanding of community needs, challenges, and proposed solutions.
- Support organizations with technical assistance needs, responding in a timely manner, and working cross functionally to implement solutions.
- Support ongoing data collection, evaluation, and quality improvement goals related to the CBO outreach, recruitment, training, and adoption.
- Work cross functionally with other RHA staff to support all programs and organizational goals as identified by RHA strategic plan and contracts.
- Maintain a deep understanding of all programs and opportunities to share and promote.
- Prepare monthly reports that capture number of partner meetings, training, technical assistance services provided, and other outcomes relevant to the project.
- Maintain compliance status with relevant state and federal agencies.
- Attend relevant meetings and professional development workshops.
- Assist with other projects as assigned.

Qualifications:

- Bachelors with 3-5 years of relevant experience or 5 or more years' experience working with nonprofits/community-based programs. Willingness to complete additional training.

Required Skills

- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Ability to work collaboratively and effectively with supervisors/and other RHA staff.
- Proficient with Microsoft Office Suite or related software

Preferred Skills:

- Experience as a Patient Navigator, Community Health Worker, or similar
- Experienced/Distinguished computer technology and software knowledge (Microsoft/Apple)
- Experience making cold calls and/or sight visits

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to travel to other offices and off sites as needed.

Additional Information:

- Starting salary range is \$50,000 - \$60,000 depending on education and experience
- Hybrid position – Required 2-3 days in office/community setting.
- Exempt position. Typical work week is 37.5-hours, Monday – Friday, some evenings and weekends required. Option to start/end day one hour early/late.
- Generous paid time off policies
- 100% employee health insurance option, Teladoc subscription
- \$500 home office stipend after successful completion of the introductory period; \$50/month home office stipend, travel reimbursement (does not include travel to office)
- Professional development opportunities.
- Must provide 2-3 professional references and proof of education

Application Instructions:

- Qualified candidates should send a resume and cover letter detailing interest to: info@tnruralhealth.org
- All positions are subject to a minimum of a 90-day introductory period, at which time the employee performance will be reviewed. Option to extend the introductory period if the employee and/or the employer do not feel they've had sufficient time to determine if the employee and job are appropriately matched.

RHA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law.

Responsibilities and benefits are subject to change based on funding and/or funder requirements.