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Community Relations Advocate, Chicago Programs

Department: Programs
Supervised by: Community Relations Manager
Supervises: Chicago Program Facilitators, Independent Contractors, Volunteers
Status: Full-time, salaried, exempt

Summary of Position

The Community Relations Advocate, Chicago Programs is responsible for ensuring the success of psychosocial programs delivered in partnership with and onsite at UI Health/Mile Square Health Center, Mercy Hospital and any future Chicago-based partner sites. This is achieved through consistent engaged community outreach and program coordination. The Community Relations Advocate is a relationship-focused professional who takes initiative to build sustainable connections with a variety of community-based organizations. Additionally, this role ensures the resources of Wellness House such as program staff time, facility space and needed supplies are utilized in an efficient and effective manner.

RESPONSIBILITIES (100% Program Responsibilities)

Community Engaged Outreach (60%)

- With the Community Relations Manager, develop a strategy to engage medical, community, civic and faith-based organizations and leaders. Identify and cultivate relationships for the purpose of increasing awareness of programs and referrals to programs.
- Represent Wellness House at community/medical meetings; when appropriate, identify existing working groups/committees appropriate for participation.
- Provide education to professional groups such as nurse navigators, social workers and allied health professionals, on the benefits of psychosocial care and build awareness of Wellness House programs provided in Chicago.
- Build relationships with contacts at partner locations, including medical staff, program facilitators, participants, and volunteers, to share information about ongoing and new programs being offered.
- Stay abreast of community resources to make referrals to Hinsdale location or other community partners, as needed.
- Develop and maintain contact management system to track activity and referral source information. Link activities to new participant outcomes and share results with Community Relations Manager.

Program Coordination (35%)

- Confirm room assignment with partner locations and communicate any changes to facilitators and participants.
- Coordinate and facilitate participant screening for programming, determining which programs are appropriate, and collect necessary participant forms.
- Coordinate participant registration.

- Ensure facilitators have required forms, a process to return forms once completed, and program supplies/equipment.
- Collect, approve and submit contractor invoices. Assist in onboarding new staff, contractors and volunteers. Identify potential new program facilitators.
- Keep internal staff up-to-date about partner location programming.
- Send prompt reminder emails to participants about current programming, new programming, and/or program changes.
- With Marketing Manager, coordinate marketing activities for partner location and distribute collateral materials as appropriate.
- Evaluate current programming and make recommendations for additional programming or special events, based on needs of participants and space/facilitator availability.
- Serve as primary point of contact for program facilitators; problem solve in situations in which facilitators cannot be present or facility is closed or restricted.
- Develop and maintain process procedure manual for programs at Mile Square and Mercy (and any future Chicago-based partners). Recommend updates/changes to policies as appropriate.

Other (5%)

- Protect organization's value by keeping information confidential.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Perform general tasks and other duties as assigned.
- Attendance at Meetings Required
 - All Staff meetings (monthly)
 - Departmental team meetings (monthly or as needed)
 - One-on-One meetings with staff, independent contractors and volunteers (as needed)
- Attendance at Events Required
 - Annual Walk (a work assignment will be given)
 - Holiday Party (a work assignment will be given)
 - Off Site Educational Programs

Performance Measures:

To be filled in each year during annual evaluation, by employee and supervisor

QUALIFICATIONS:

Education: Minimum Bachelor's degree. Bachelor's in Psychology, Community Psychology, Sociology, Human Services, or related field preferred.

Job Experience: 1-3 years' professional experience. 1-2 years' experience overseeing health-related services, coordination of staff and class schedules and programming ideal. Experience working with a medical patient population, ideally with a cancer patient population.

Special Knowledge & Skills: Applications by members of all underrepresented groups are encouraged. Connected and knowledgeable about community resources and organizations. Skilled at engaging diverse leaders. General computer skills, including knowledge of Microsoft Office Products such as Word and Excel, and teleconference tools such as Zoom.

Demonstrated Competencies: Good interpersonal and organizational skills. Ability to implement programming for people dealing with a cancer diagnosis. Ability to communicate effectively both verbally and written; ability to collaborate with peers and provide constructive feedback to

others; ability to work within a team and motivate others. Commitment to engaging diverse communities; passionate advocate for equity. Commitment to the mission of Wellness House.

Wellness House is an EOE. To Apply, please send resume and cover letter to cmixa@wellnesshouse.org