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Community Relations Advocate, Chicago Programs

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| Department: | Programs |
| Supervised by: | Director of Cancer Health Equity Initiatives (CHEI) |
| Supervises: | Chicago Program Facilitators: Independent Contractors and Volunteers |
| Status: | Full-time, salaried, exempt |
| Hours: | 40 hours per week |
| Location: | Onsite at partner locations in Chicago area |

Summary of Position

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

RESPONSIBILITIES (100% Program Responsibilities)

Community-Engaged Outreach (60%)

- With the Dir of CHEI, develop a strategy to engage medical, community, civic, and faith-based organizations and leaders. Identify and cultivate relationships to increase awareness of programs and referrals to programs.
- Represent Wellness House at community/medical meetings; identify existing working groups/committees appropriate for participation when appropriate.
- Provide education to professional groups such as nurse navigators, social workers, Community Health Workers (CHWs), and other 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.
- Stay abreast of community resources to make referrals to the main location in Hinsdale and other community partners as needed.
- Develop and maintain a contact management system to track activity and referral source information. Link activities to new participant outcomes and share results with Dir of CHEI.

Program Coordination (35%)

- Confirm room assignment with partner locations and communicate any changes to facilitators and participants.

- With Education, Engagement, and Evaluation Team and Dir of CHEI, identify, secure, and confirm program speakers for Chicago educational events. Serve as the point person for speakers; send confirmation information; communicate with speakers.
- Facilitate Chicago educational events in-person and online: prepare speaker and participant packets, handouts, and educational materials before events; set up audio-visual equipment and assist with room set-up; greet speaker and introduce to participants in attendance; attend educational events to ensure smooth facilitation and support speaker and participants as needed.
- 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, or program changes.
- With Marketing Manager and Dir. of CHEI, coordinate marketing activities for partner location and distribute collateral materials as appropriate.
- With the Program team, Community Engagemet and Program Events Manager and Dir of CHEI, evaluate current programming and make recommendations for additional programming or special events based on the needs of participants and space/facilitator availability.
- Serve as the 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 future Chicago-based partners. Recommend updates/changes to policies as appropriate.
- Coordinate administration of Mile Square and future-Chicago based partners Provider Engagement surveys.
- Under the direction of Dir of CHEI, assist in ensuring continuous quality improvement metrics are adhered to at Mile Square and future-Chicago based partner locations.

Other (5%)

- Protect the 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)
 - Group Supervision (weekly)
 - One-on-One meetings with independent contractors and volunteers (as needed)
- Attendance at Events Required
 - Annual Walk (work assignment will be given)
 - Holiday Party (work assignment will be given)
 - Offsite Educational and Special Event 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. Not required, Bilingual (English/Spanish) candidates are encouraged to apply. Connected and knowledgeable about community resources and organizations in the South and West sides of Chicago. 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: Strong 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 autonomously, ability to work within a team and motivate others. Commitment to engaging diverse communities; passionate advocate for cancer health equity. Commitment to the mission of Wellness House.

For safety reasons and to protect all who enter Wellness House, we adhere to health facility protocols and require that our staff are fully vaccinated against Covid-19 and wear masks within our facility.

Wellness House is an EOE.

To apply, email resume and cover letter to hr@wellnesshouse.org.