

HEALTH PROJECT COORDINATOR

Empowering Families of Milwaukee Program Milwaukee Health Department

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE: The Health Project Coordinator provides day-to-day coordination of the Empowering Families of Milwaukee Program (EFM) activities. This includes review of all referrals made to the Program and identification as to which case management team will serve the family; provision of field support and oversight for case management teams according to protocols; and assuring training to ensure case management teams are skilled to work with diverse communities with multiple health and social service needs. The Program Coordinator has responsibility to create and maintain a centralized intake and referral system to track all enrolled families to assure needed services are provided to all target families.

ESSENTIAL FUNCTIONS:

❖ ***Program Management:***

- Performs intake of referrals of high-risk pregnant women, new mothers and children in need of comprehensive health and social services.
- Assigns cases to appropriate community-based case management teams.
- Provides oversight, support and training for case management teams.
- Develops and maintains a database to track enrolled families.
- Monitors expenditure of flexible funds.
- Recruits staff that represents the families and communities that the EFM seeks to serve.
- Evaluates and continually improves staff skills based on best practices.
- Works with UW Extension or other facilities to provide staff training.
- Evaluates staff skills to ensure use of standardized methods to identify families in need of services.
- Collaborates with multiple organizations that work with case management teams to provide necessary services and support to target families.
- Assists with program reports and grant writing.

❖ ***Program Coordination and Administration:***

- Maintains referral process.
- Identifies current intake sites for newborns and pregnant women.
- Supports case management teams in weekly case reviews and regular field audits.
- Assures appropriate program staff composition.
- Prepares documentation of needs and referrals provided to EFM families.
- Develops resource manual and referral relationships among other community resources.
- Assures appropriate case management documentation, data collection, and billing among community-based case management providers.
- Tracks and documents training delivered by subcontracted Community-Based Organizations (CBOs).

Health Project Coordinator (Empowering Families of Milwaukee Program)

❖ *Supervision:*

- Directs and supervises case management teams.
- Provides input into hiring of program staff, using practice standards for home visitors.
- Assesses work performance and provides mentoring, staff development, and on-going training.
- Promotes professional development and accountability in a supportive environment.
- Provides 1:1 supervision using reflective practice.

❖ *Community Collaboration:*

- Establishes relationships with multiple organizations that work with case management teams and serve the target population. These organizations include Health Maintenance Organizations, hospitals and their Neonatal Intensive Care Units, family practice doctors, pediatricians, and OB/GYNs, and others.
- Coordinates efforts with other CBOs to identify available resources that meet the needs of targeted families.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in a human services field such as: health education, public health, nursing, social work or related field from an accredited college or university.

NOTE: *College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application, sent to staffinginfo@milwaukee.gov or sent to Box HPC, Department of Employee Relations, City of Milwaukee, 200 East Wells Street, Room 706, Milwaukee, WI 53202. Student copies are acceptable.*

2. Three (3) years of experience in coordination of public or community health programs. Experience may include community organizing and/or collaboration, health program planning, development, implementation, and evaluation.
3. Valid driver's license at time of appointment and throughout employment. Properly insured vehicle for use on the job is required (mileage reimbursement provided).

DESIRABLE QUALIFICATIONS:

- Bilingual in Spanish or Hmong.
- Previous experience with reflective supervision and/or direct supervision of program staff.
- Previous experience with home visiting, maternal and child health, and/or child attachment.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of public health or community home visiting programs.
- Knowledge of case management principles.
- Knowledge of management principles and concepts.
- Ability to identify and improve the components of a workflow process.

Health Project Coordinator (Empowering Families of Milwaukee Program)

- Ability to read and interpret documents such as safety rules and procedure manuals.
- Ability to create and monitor job-related documents and reports.
- Ability to identify and build relationships with community organizations and agencies related to the program.
- Ability to communicate orally with culturally diverse individuals at all levels within and outside the organization.
- Ability to communicate in writing with culturally diverse individuals at all levels within and outside the organization.
- Ability to supervise and manage team dynamics of a multidisciplinary and diverse staff.
- Ability to train, mentor and develop case management staff.
- Project management skills, including the ability to delegate.
- Knowledge and ability to work with word processing, database, inventory, project management and spreadsheet software applications beyond the entry level.
- Ability to speak effectively before groups of clients or employees of the organization.
- Ability to provide services in a culturally sensitive manner.
- Ability to prioritize and handle multiple tasks.
- Ability to maintain confidentiality.

SALARY (2EX): The current starting salary is \$44,857 annually for City of Milwaukee residents. The non-resident starting salary is \$44,194. Appointment above the minimum is possible.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. The component weights of the selection process will be determined by further analysis of the job.

The examination will be held as soon as practical after **January 17, 2014**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

- **NOTE:** The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact 414-286-3751.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling (414) 286-3751.