

Program Coordinator

Job Title	Consultation Program Coordinator
Department	DRCHSD
Reports to	Program Director
Location	Duluth, MN or Telecommute
Class	Full-time Non- Exempt
Grade	2

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Workforce and Consultation Program Coordinator is a full-time, hourly, non-exempt position with a comprehensive benefits package.

The Consultation Program Coordinator is outgoing and possesses outstanding customer service, and effective written and oral communication skills. Excellent relationship-building skills and ability to engage leaders in program activities are necessary. The Consultation Program Coordinator has experience working in a team environment. They work remotely and with Microsoft Office Teams and Zoom Meetings or similar platform. Key attributes include facilitation skills, strong attention to detail, excellent organizational skills, creativity, critical thinking, proactive problem solving, and team collaboration.

Essential Job Functions

- Coordinate with team to make arrangements that fulfill all requirements as efficiently and economically as possible and seeking input when necessary
- Support Consultation Team in all hospital/clinic consultation activities to include scheduling onsite and virtual activities and attending report presentation and action planning sessions when needed

- Schedule, host and take notes during all hospital / clinic calls as requested
- Support Program Specialist with polling during hospital/clinic calls, if needed
- Participate in onsite consultations, if requested
- Draft agendas and email notices for events
- Manage Zoom and do housekeeping announcements for consultations and trainings
- Act as a contact point for hospital / clinic consultation communications
- Post updates, events, and materials to the DRCHSD Consultation and FORHP Extranet SharePoint site
- Develop, track, and maintain communications in Salesforce
- Update Delta calendar with consultations including meetings, events, trainings, and any travel
- Enter data for evaluation and support evaluation activities as needed
- Support Program Specialists with tracking hospital and clinic data submissions and provide appropriate follow-up as requested
- Participate in monthly Coordinator huddle to review schedules to update Delta calendar to ensure hospitals are not double booked for events, assessments, consultations, ITA projects and trainings
- Track and update Delta eligible hospitals and eligibility list, and enter and update contact information
- Assist in creation of templates and documents per Program Specialists request
- Develop and maintain Survey Monkey templates
- Assist in the development of monthly reporting and program summaries for activities
- Post relevant program materials to Center website
- Assist team with coordinating and providing technical assistance services to rural health organizations
- Prepare resource materials with organizational branding and Section 508 accessibility
- With guidance, perform post-project Recommendation Adoption Progress (RAP) calls to check on rural health organizations ongoing adoption of action plans and develop list of potential resource needs to share back with Program Specialists for project follow up
- Develops timelines to meet program goals

- Documents and disseminates team meeting minutes
- Develops constructive and cooperative working relationships with internal and external customers
- Display an openness towards innovative solutions and approaches
- Actively participates and engages in team discussions
- Take steps to develop knowledge, skills, and expertise in broader area
- Actively seek out new approaches to improve work processes that benefit the program or organization
- Identify and takes steps to prevent potential situations that could result program effectiveness
- Recognize the potential impact one's own performance can have on the success of the organization
- Information is organized in a logical manner according to the audiences' needs
- Practices meaningful two-way communication
- Appropriate delegation and allow development experience to others
- Respond appropriately to both positive and negative feedback
- Coordinate other program activities as assigned.

Education and Experience

An equivalent combination of education, training and experience will be considered.

- Associate degree, Bachelor's degree or equivalent or three years' experience in health care, communications, education, management, or business fields.
- Proficiency in Microsoft Word, Excel, PowerPoint, SharePoint, and virtual meeting programs (such as Zoom) is desired.

Knowledge, Skills, and Abilities

Representative, but not all-inclusive of those commonly associated with this position.

- Customer service and detail oriented
- Ability to organize and prioritize duties
- Excellent verbal and written communication skills
- Team player with strong commitment to performance improvement
- High degree of proficiency in Microsoft Office and SharePoint Products
- Display an openness towards innovative solutions and approaches
- Competent with spelling and grammar

- Speak clearly and confidently
- Ability to triage questions with external customers
- Ability to present information on webinars and presentation]
- Maintain focus under pressure and recover quickly from setbacks
- Build and maintain key relationships

Work Environment

Employees at The Center enjoy a casual, friendly, supportive work environment focused on important, mission driven work.

The Program Coordinator will work primarily in an office setting either on site at the Duluth office location or in a home office environment. Additionally, some overnight travel will be expected to various locations through the United States.

Physical Abilities

Commonly associated with the performance of the functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.