



NATIONAL
RURAL HEALTH
RESOURCE CENTER

DELTA REGION COMMUNITY HEALTH SERVICES DEVELOPMENT (DRCHSD) PROGRAM

DRCHSD COMMUNITY CHAMPION JOB DESCRIPTION

The DRCHSD Program (The Program) supports one Community Champion (CC) per selected organization to assist executive leadership with the Program goal of strengthen the local health care delivery system to position for population health.

The Program provides supplemental funding capped at \$35,000 per year for up to three years to support the HCO with employing/contracting and managing a Champion. Funding should support the CC position at approximately 0.6 FTE (24 hours per week) or cover a minimum of 1250 work hours per year for The Program activities. Funding may supplement a current half-time employee to fulfill a full-time CC position or supplement a full-time employee only if at least 0.6 FTE is fully dedicated to the CC role and responsibilities. If a current employee is appointed the CC position, the DRCHSD Program strongly recommends the current employee does not hold a position that is patient care focused.

The selected organization CEO shall identify a supervisor to manage the CC's activities to ensure scope of services are fulfilled. The HCO shall obtain and provide all necessary materials, including but not limited to, a workstation with a computer, phone line and internet, and capability for video conferencing. The CC work station may be located at either the HCO facility or its local partner organization.

Financial support for the CC is dependedent upon level of federal funding and only while the HCO is actively engaged in The Program. Champion scope of work and terms for funding support is further defined in The Program's Letter of Agreement (LOA). This document shall be signed annually by the CEO.

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The CC will serve as a liaison between the Center, their health care organization (HCO) team and community partners to improve local health outcomes. The CC will act as a catalyst for change and be instrumental in creating a culture shift in the community towards healthier living. Successful Champions possess the following skills and qualities:

- Excellent verbal and written communication skills. Public speaking experience.
- Three years of experience with community engagement and outreach (ie: education, clergy, health care, community development, lay health worker, peer advocate, patient navigator, community health worker, etc)
- Comfortable with computer applications, such as Microsoft Office, Word, and PowerPoint
- Project management experience
- Connected to and respected in the community
- Interested in improved health outcomes
- Ability to lead teams
- Friendly, outgoing
- Motivated and capable of self-directed work
- Open and eager to grow/change/learn/listen
- Flexible and adaptable
- Strong desire to help the community
- Creative and resourceful

Building Champion Capacity for Community Care Coordination Planning

The Center will support the CC with educational training to build his/her skills to perform duties, which will include virtual and in-person learning. Opportunities include, but are not limited to, learning collaboratives, webinars, face to face meetings, peer to peer networking, bootcamps, workshops, and ongoing coaching through various modes of communication. The Center shall track the CC participation rates to determine the level of participation and extent to which the CC is engaged. Additional Program activities and responsibilities for the Community Champion role are defined below:

Program Activity	Responsibilities
Community Care Coordination (CCC) Planning and Development	<ul style="list-style-type: none"> • Act as a liaison for The Center staff for community care coordination planning • Act as point of contact for The Center and Hospital / Clinic team • Facilitate communications between various parties • Assist with ongoing community health needs assessments and monitoring of changes in community health outcomes, as identified • Review, understand, and present the community health status report provided by the Center to the hospital/clinic leadership teams and community joint partners (CJPs) • Assist the executive team and CJPs through CCC planning activities • Consult with executive team to schedule CCC events and workshops • Build awareness of hospital / clinic services with community • Engage CJPs in Program activities • Coordinate and host CCC events and workshops • Assist in the development and implementation of a CCC plan • Support the implementation of the CCC action plans • Support CCC events by facilitating workshops, conversations, and presentations
Champion Learning	<ul style="list-style-type: none"> • Attend and participate in: <ul style="list-style-type: none"> ○ Champion learning collaboratives ○ In-person/Virtual trainings bootcamps ○ Annual summits, workshops, bootcamps ○ Champion Q&A Worktimes ○ DRCHSD Program Webinars (supportive of community care coordination planning) ○ National and regional conferences
Center Communications (one:one, check-in, CCC planning calls, emails, etc.)	<ul style="list-style-type: none"> • Prepare for and participate in regularly scheduled Center calls • Respond timely to Center communications
Progress Reporting	<ul style="list-style-type: none"> • Submit Center-designed quarterly progress report programmatic checklist of to the Center and hospital/clinic leadership. • Participate in quarterly calls to share action plan(s) implementation and progress of community care coordination plan
Engage Community and Build Relationships	<ul style="list-style-type: none"> • Conduct community outreach to local health and social service providers • Build community support and gain buy-in for program activities • Act as a catalyst for culture change • Promote health and wellness • Assist in improving community health outcomes • Share county health rankings with community • Promote the hospital/clinic's services and quality of care • Build awareness of locally available services • Assist in the development of short videos of the community

Program Activity	Responsibilities
	<ul style="list-style-type: none"> • Provide monthly updates to community joint partners and other community members, organizations and agencies defined by leadership
Other DRCHSD Program Consultations and Assessments (as appropriate – participation should not inhibit CCC planning progress)	<ul style="list-style-type: none"> • Support the hospital / clinic team through Program activities • Observe action planning sessions to support CCC planning • Participate as requested by the executive team in post-project follow-up activities • Support executive team with implementation of recommendations in relation to community care coordination planning and as applicable to the role and their skill level • Participate in Program evaluation activities, as applicable to their role