

HEALTHIER KIDS FOUNDATION
JOB DESCRIPTION

POSITION TITLE: Bilingual (Spanish/English) Program Associate for 10 Steps to a Healthier You Program **FLSA STATUS:** Exempt
Evenings required

REPORTS TO: Healthier Kids Foundation **REV. DATE:** 1/7/2019
Director of Programs

Primary Purpose

Reporting to the Director of programs, the Program Associate is responsible for scheduling and organizing 10 Steps classes; providing support to facilitators, sites, and parents, and scheduling pediatric referrals into classes, and following up with attendance. The Program Associate will collect completed class materials from facilitators and assist with entering program related data. The Program Associate will be responsible for conducting outreach to 10 Steps Program referrals. The program associate will be responsible for maintaining updates case notes and class attendance data.

Class Characteristics

The Program Associate serves as a critical point of contact for the 10 Steps class sites, class facilitators, childcare providers and referring physicians.

Supervises

None

Major Duties

1. Conduct outreach/follow-up
 - a. Use Salesforce to contact families referred through the VMC system by phone and text to find a class that best fits their schedule and language needs.
 - b. Follow up with expected class participants after the date of the class.
 - c. Make presentations to parent groups to generate interest in attending classes and increase class attendance
 - d. Attend community events
2. Schedule and coordinate classes
 - a. Correspond with sites to arrange and confirm classes and logistics
 - b. Maintain class schedule and class calendars on Salesforce
 - c. Provide support to class facilitators
 - d. Conduct outreach and reminder calls/texts/emails to sites, and parents/caregivers to have a class attendance of at least 10 people per class
 - e. Coordinate incentive distribution for class participants
3. Provide class support
 - a. Attend the first class of every series to meet parents/caregivers in person and help them find the site.
 - b. Assist facilitator with class logistics at the beginning of the class
4. Assist with coordinating program data
 - a. Work closely with other program staff to effectively and efficiently transfer accurate program data from parents/facilitators to data entry into the program database system

- b. Conduct data entry, as needed.
 - c. Contribute to the ongoing quality improvement of the class curricula and the program's evaluation system
5. Provide administrative support
- a. Conduct informal parent/facilitator interviews to collect program stories that highlight the value and impact of the program
 - b. Represent HKF and its programs at meetings, as required.

Requirements (Required = R, Desired = D)

1. BA/BS degree or equivalent job experience (R)
2. Bilingual in Spanish and English (R)
3. Experience and/or education in the areas of community health, nutrition, and/or health education (D)
4. Exceptional organizational, customer service, data entry, and database management skills (R)
5. Ability to work a flexible schedule, with early mornings, evenings, and weekends often required (R)
6. Strong written and oral communication skills (R)
7. Comfort with public speaking in both English and Spanish (R)
8. Excellent interpersonal skills, especially with individuals of diverse backgrounds (R)
9. Ability to effectively determine priorities and manage several projects simultaneously in order to meet deadlines (R)
10. Ability to work well independently and in a team environment (R)
11. Knowledge of community engagement strategies in order to engage in successful outreach to increase the number of classes held throughout Santa Clara County and increase class attendance (R)
12. Experience with supervising staff, interns, and/or volunteers (D)
13. Experience with facilitation of classroom environments (D)
14. Meet employer grooming standards and present oneself in a professional manner while in the field and when representing HKF (R)
15. Maintain confidentiality of all information contained in reports, records, documents, and business communication (R)
16. Physical requirements: operate a keyboard and sit for long periods of time, read close up and perform close up work, perform repetitive motion (keyboard, mouse), write, and able to lift 40 lbs. (R)
17. Proficient with computer applications: Microsoft Office Suite (Excel, Word, Outlook, PowerPoint), Adobe (R)
18. Proficient with office equipment, such as fax, printer, copier, and scanner (R)
19. Possess a valid California Driver's license, with access to a reliable vehicle and current proof of insurance (R)
20. Ability to comply with HKF's policies and procedures, and perform job safely with respect to others, property, and individual safety (R)

Disclaimer: The job duties, responsibilities, skills, functions, education factors, and the requirements and conditions listed in this job description are representative only and not exclusive of the tasks that an employee may be required to perform. Healthier Kids Foundation reserves the right to revise this job description at any time

