



Position Description

Canton City Public Health
FINAL

Position Title:	Pathway Community HUB Coordinator		Position #:	848
Working Title:	Stark County THRIVE Pathways HUB Coordinator		CS Status:	Classified
Division or Unit:	THRIVE/OPHII		Reports to:	Pathways HUB Manager
Employment Status:	Full-time	Pay Grade:	R4	FLSA Status: Non-Exempt
Funding Source:	This is a grant funded position.			
This position description was last approved by the Board of Health on:			April 27, 2020	

Position Summary: The Pathways Community HUB Coordinator is responsible for the overall quality of the data in the Care Coordination Systems database to facilitate the delivery of high-quality care coordination services, training, billing, and data management. The Stark County THRIVE Pathways HUB Coordinator assists the Stark County THRIVE Pathways HUB Manager to oversee the technical and confidential operations of the THRIVE Pathways HUB. Provides support by conducting daily research, oversight of HUB database, and coordination with Community Health Workers (CHW) regarding accuracy and consistency of client data being entered into system. This is a highly confidential position. The HUB Coordinator reports to the Stark County THRIVE Pathways HUB Manager.

- Essential Duties and Responsibilities:**
90%
- Monitor process for incoming client referrals (searching for duplication, accuracy of client information into system and, as required spreadsheets) and enter information into the Care Coordination Systems (CCS) database;
 - Perform daily auditing of each CHW’s caseload and communicate gaps; monitor timely correction;
 - Sign and approve completed Pathways, tools, and checklists;
 - Serve as point of contact for Community Health Workers about client information, referrals, and CCS system issues;
 - Respond to Care Coordination Agencies (CCA), CHWs, and community about THRIVE and THRIVE Pathways HUB;
 - With HUB Manager, facilitate meetings of CCAs/CHWs for quality improvement, training and program updates;
 - Monitor and update CCS community resource data;
 - Maintain records for HUB certification process;
 - Serve as local point of contact for Hospital Council of Northwest Ohio/Northwest Ohio Pathways HUB to facilitate training around the Pathways Community HUB Model and Pathways database for all Community Health Workers, Site Supervisors and HUB staff as needed;
 - Attend planning groups and meetings;
 - Maintain complete records for HUB policies and procedures;
 - Serve as a member of the Stark County THRIVE Evaluation and Quality Improvement Team;
 - Assist THRIVE Project Manager and Pathways HUB Manager with other projects as assigned

- Other Duties and Responsibilities:**
10%
- Work with THRIVE Epidemiologist and other team members to develop reports and presentations regarding infant mortality statistics.
 - Participate in other staff committees and workgroups.
 - Provide support functions in response to public health emergencies as directed.

**Minimum
Qualifications:**

- A minimum of a high school diploma or equivalent;
- At least two years' experience in medical coding or billing OR at least two years' experience as a Community Health Worker in an organization utilizing the Pathways Community HUB model;
- Demonstrated proficiency in PC operation and the use of email; Internet browsers; Microsoft Excel and Word; databases; other web-based collaboration tools. Ability to learn commonly used software programs as well as specialized software;
- Must be a self-starter, independent worker, and able to work as a member of a team;
- Ability to accommodate routine travel within Ohio, including occasional overnight meetings.

**Preferred
Qualifications:**

- Previous relevant experience in a public health department or health care setting.
- Ability to work in a fast-paced, dynamic environment.
- Demonstrated ability to build and sustain productive relationships and work professionally and effectively with diverse individuals, groups, organizations and communities.

**Minimum
Credentials:**

The following credentials must be acquired and maintained prior to initial hire:

- Valid Ohio driver's license with good driving record
- Must be able to pass a background check.

Key Competencies:

The following Council on Linkages Core Competencies (Adopted June 2014) for this position include:

- Analytical and Assessment Skills:
 - Describes factors affecting the health of a community (e.g., equity, income, education, and environment).
 - Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information.
 - Ensures ethical principles are applied in accessing, collecting, analyzing, using, maintaining, and disseminating data and information.
 - Evaluates the validity and reliability of data.
 - Resolves gaps in data.
- Policy Development and Program Planning Skills:
 - Contributes to the development of program goals and objectives.
 - Contributes to development of organizational strategic plan (e.g., includes measurable objectives and targets; incorporates community health improvement plan, workforce development plan, quality improvement plan, and other plans).
 - Gathers information that can inform options for policies, programs, and services.
 - Gathers information for evaluating policies, programs, and services.
 - Applies strategies for continuous quality improvement.
- Communication Skills:
 - Communicates in writing and orally with linguistic and cultural proficiency.
 - Conveys data and information to professionals and the public using a variety of approaches.

- Communicates information to influence behavior and improve health.
 - Facilitates communication among individuals, groups, and organizations.
- Cultural Competency Skills:
 - Describes the concept of diversity as it applies to individuals and populations.
 - Describes the diversity of individuals and populations in a community recognizes the ways diversity influences policies, programs, services, and the health of a community.
 - Supports diverse perspectives in developing, implementing, and evaluating policies, programs, and services that affect the health of a community.
- Community Dimensions of Practice Skills:
 - Suggests relationships that may be needed to improve health in a community.
 - Establishes and maintains relationships to improve health in a community.
 - Facilitates collaborations among partners to improve health in a community.
 - Engages community members to improve health in a community.
 - Advocates for policies, programs, and resources that improve health in a community.
- Public Health Sciences Skills:
 - Describes the scientific foundation of the field of public health.
 - Contributes to the public health evidence base.
 - Suggests partnerships that may increase the use of evidence in public health practice.
- Financial Planning and Management Skills:
 - Adheres to organizational policies and procedures.
 - Contributes to the development of program budgets.
 - Provides information for proposals for funding.
 - Motivates personnel for the purpose of achieving program and organizational goals.
 - Uses evaluation results to improve program and organizational performance
- Leadership and Systems Thinking Skills:
 - Incorporates ethical standards of practice.
 - Collaborates with individuals and organizations in developing a vision for a healthy community.
 - Provides opportunities for professional development for individuals and teams (e.g., training, mentoring, peer advising, coaching).
 - Participates in professional development opportunities.
 - Contributes to continuous improvement of individual, program, and organizational performance.
 - Advocates for the role of public health in providing population health services.

Canton City Public Health has adopted Organizational Competencies that all employees are expected to achieve, of which the following are for this position:

- Customer Focus:
 - Serves as a role model for one-on-one customer service delivery.
 - Anticipates broad customer needs based on day-to-day experiences.
 - Recommends customer-focused processes or solutions to those needs with due consideration for resource constraints.

- Provides requested assistance and/or information in a prompt and courteous manner to satisfy the customer.
- Accountability:
 - Consistently achieves high quality results within a minimal timeframe.
 - Effectively manages multiple competing priorities and demands.
 - Anticipates broad workflow needs and prepares for upcoming projects/events in advance, including potential problem resolution.
 - Assumes personal responsibility for own actions.
 - Performs job duties in a manner consistent with time and quality standards.
 - Identifies workflow obstacles to supervisor.
 - Protects the confidentiality of all clients that are served.
- Equity, Ethics and Fairness:
 - Transparent and inclusive communication (community, staff, partners, etc.).
 - Institutional commitment to address health inequities.
 - Interact with clients, community partners and co-workers with fairness and equity.
 - Adherence to Ethical conduct.
 - Strive to deliver our programs and services and operate in a manner that is just and free from bias or prejudice.
 - Treats clients, community partners, and co-workers with dignity, compassion and respect at all times.
 - Considers and incorporates the culture specific needs of others in order to work with customers from a variety of racial, ethnic, multi-generational, and socioeconomic backgrounds.
 - Structure that supports true community partnerships.
- Continuous Quality Improvement:
 - Makes extra efforts to improve performance work methods.
 - Willingly accepts changes in workload, priorities, or procedures.
 - Responds to instructions/directions from supervision in a constructive manner.
 - Carries out changes in policies and procedures.
 - Completes all required CCPH and job-specific education and training, including that related to continuous quality improvement, and can describe how the information relates to specific job responsibilities.
 - May participate in continuous improvement projects and/or committees.
- Occupational Health and Safety:
 - Anticipates how future changes in the work environment, such as those brought about by technology, will create needs for new or enhanced safety rules, practices, procedures, or standards.
 - Encourages development or updating of safety rules, practices, procedures and/or standards.
 - Advocates safety focus by identifying and following through on opportunities to implement, enhance or update safety rules, practices, procedures and/or standards.
 - Ensures occupational safety matters are investigated and brought to resolution promptly.



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- Emergency Preparedness:
 - Manage information related to an emergency.
 - Understanding of your roles and responsibilities in the event of an emergency.

- Work Environment:**
- Daily work environment is primarily general office setting. Occasional travel to attend required meeting may be required. Also includes driving City vehicle to training destinations.
 - Occasional travel will be required to conduct and/or participate in trainings and meetings. Occasional overnight travel may be required for trainings and meetings related to grant deliverables and HUB certification requirements.
 - Usual office environment with frequent sitting, walking, and standing, and occasional climbing, stooping, kneeling, crouching, crawling, and balancing. Frequent use of eye, hand, and finger coordination enabling the use of office machinery. Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.

Approval: This position description was approved by the Board of Health on: _____

Revision History: Dates of prior approved versions: 11/27/2017

Employee Statement:

I hereby acknowledge that I have received a copy of this position description on this date.

Employee Signature

Date

Printed Name