

**ST. DAVID'S FOUNDATION
JOB DESCRIPTION**

Job Title: Community Outreach Coordinator

FLSA Status: Non-Exempt

Reports To: Community Outreach Program Manager

JOB PURPOSE

The Community Outreach Coordinator for the St. David's Dental Program is responsible for outreach to community partners and families and is a liaison between the Dental Program and the elementary schools and agencies that are served by the Dental Program. The Community Outreach Coordinator's main responsibility is to organize, administer, and facilitate the Dental Program's smooth, well-informed operations at each of the 100+ schools and agencies visited by the dental vans annually. Other tasks include Dental Program support. The performance of the Community Outreach Coordinator is evaluated by the Community Outreach Program Manager.

RESPONSIBILITIES

Community Outreach and Engagement (60%)

1. Develop strategic community partner relationships to advance oral health education and outcomes.
2. Identify the appropriate school or agency contact and schedule an informational meeting.
3. Represent the Foundation at scheduled faculty meetings, distribute screening schedules and opt outs forms, provide an overview of the dental program, and answer questions.
4. Attend school, nurse and parent meetings within all school districts and charter schools served by the Dental Program, to promote services, serve as an informational resource, and distribute program materials.
5. Identify and engage with potential summer dental clinic locations, and work with the Community Outreach Program Manager to schedule and coordinate clinics.

Program Coordination & Support (40%)

1. Work with the Community Outreach Program Manager and school administrators to schedule dental van clinics for each school year and facilitate scheduling changes throughout the year
2. Serve as the program coordinator for school or agency that is scheduled, and review dates, locations, and other program details with applicable school or agency contact.
3. Obtain administrative paperwork from school contact and develop the screening schedule.
4. Identify and correct any program issues and communicate school schedule changes to Dental Operations Team and community contacts in a timely manner.
5. Ensure dental program has sufficient inventory of program materials and oral hygiene items.
6. Prepare and organize Opt-Out Packets for each school.

7. Confirm campus-specific details and coordinate parking logistics with school contacts and Fleet Team.
8. Track teacher gift cards, order for schools who have completed 100%, and deliver end of clinic Teacher gift cards.
9. Identify and implement process improvements to increase efficiencies in workflow.
10. Provide any other back-up support necessary for van operation, including site runner assistance.
11. Serve as a back-up screening assistant at screenings, as needed.
12. Provide back-up data entry assistance, as needed.
13. Perform other duties as assigned by management.

SKILLS AND COMPETENCIES

1. Exceptional relationship management, networking, and team building skills, with proven ability to work well with various personalities.
2. Exceptional customer service ethic and skills, including effective interactions, responsiveness, resourcefulness, and follow-through. Intuitive and proactive approach to customer relations.
3. Superior verbal, interpersonal, written, and listening communication skills, with proven ability to communicate information diplomatically, concisely, and professionally with internal and external audiences.
4. Effective problem-solving skills.
5. Demonstrated ability to collaborate and effectively participate in a multidisciplinary team environment.
6. Demonstrated experience in working with sensitive information and ability to maintain confidentiality.
7. Superior data management skills, with demonstrated attention to accuracy and high-quality work.
8. Self-motivated and proactive, with demonstrated ability to exercise independent judgment and initiative on projects.
9. Demonstrated ability to engage in change.
10. Ability to interpret and communicate complex policies and procedures to others.
11. Timeline development, task tracking, assessing needs, identifying barriers to projects, and addressing them proactively.

REQUIRED QUALIFICATIONS

1. Bachelor's degree in education, healthcare administration, social work, or equivalent combination of education and relevant experience.
2. Minimum of three years of social services, project management, office operations management, or office administration experience.
3. Bilingual in English and Spanish.
4. Superior organizational, project management, time management and multi-tasking skills, with the ability to successfully handle multiple priorities simultaneously.
5. Computer proficiency in Microsoft Office applications, including Word, Excel, and Outlook.
6. Willingness and ability to travel to multiple worksites within Central Texas.
7. Ability to work occasional weekends and evenings to attend community meetings.

PREFERRED QUALIFICATIONS

Reviewed by EC, YP, SG, SA 05/27/2022

1. Minimum of five years of social services, project management, office operations management, or office administration experience.
2. Minimum of two years of clinical experience in a dental office or clinic environment.
3. Experience working in a school office environment.
4. Experience in parent and community engagement.