



**Position Title:** Community Platform Coordinator  
**Reports To:** Community Platform Resource Manager  
**Division:** Shared Services  
**Department:** Community Services  
**Classification:** Exempt  
**Revision Date:** August 2, 2019

### **Position Summary:**

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the tradition one-size-fits-all U.S. healthcare system.

The Community Platform Coordinator is primarily responsible for providing administrative management to our growing portfolio of community partnerships. This individual coordinates, communicates and engages with Community-Based Organizations (CBO) to develop, implement and maintain special initiatives related to the Equality Health community platform. The Community Platform Coordinator fully executes all aspects of community planning, implementation, communication, and follow-up necessary to establish relationships, manage partnership agreements, monitor data exchange and accountability processes, and ensure implementation of data sharing principles and adoption of social determinants of health (SDOH) platform.

### **Responsibilities:**

- Responsible for developing and fostering relationships with CBOs participating in the community platform
- Responsible for the post-recruitment phase of the CBO to facilitate:
  - Onboarding
  - Training
  - Performance metrics
  - Implementation of community platform technology
  - Linkage to Equality Health Network (when appropriate)
  - Communication with Care Coordination team to ensure the platform meets the needs of membership
- Ensure data related to community platform programs is recorded, tracked in electronic and hard copy files to ensure analytic processes
- Monitor adoption of the SDOH data sharing platform by CBO partners and help to create action plans to improve CBO adoption
- Provide ongoing administrative and operational support to CBOs to ensure compliance, data integrity, data sharing, and satisfaction



- Build and maintain strong relationships with community service providers and other community stakeholders involved in community platform activities
- Create internal protocols to support partnership agreements with community resources
- Report on community platform performance; identify areas of improvements and work collaboratively with CBOs to increase performance
- Develop and present full-scale project reports and implementation plans
- Responsible for holding the CBO partners accountable to the standards created for platform use
- Collaborate with other Equality Health departments to accomplish workload requirements
- May work outside of regular business hours and/or require local and in-state travel

**Required Education & Experience:**

- Bachelor's degree in Nonprofit Studies, Social Work, Public Health or Healthcare Administration with at least three (3) years of experience in a directly related position in a community setting (preferred) or healthcare; OR, Associate's degree in Behavioral Sciences, Health Sciences, Healthcare Administration or Business with at least seven (7) years of experience in a community setting (preferred) or healthcare
- Demonstrated knowledge and understanding of assessing and addressing social determinants of health
- Demonstrated knowledge, understanding and the practice of community engagement and partnerships
- Successful record of managing multiple projects with demonstrated ability to work independently and develop partnerships in rapidly-changing environments
- Proficiency with Microsoft Office applications and web-based technologies

**Highly Preferred Skills & Qualifications:**

- Bilingual; able to read, write and speak Spanish and English proficiently
- Excellent verbal, written and interpersonal communication skills; highly collaborative team approach to work
- Strategic mindset, critical thinker and innovative 'out-of-the-box' thinker
- Excellent public speaking, facilitation and presentation skills
- Excellent problem-solving skills, including the ability to analyze problems, draw relevant conclusions and devise appropriate courses of action
- Able to convey complex technical information in a manner that others can understand, and able to understand and interpret complex information from others