

NATIONAL HEALTH CARE FOR THE HOMELESS COUNCIL
JOB DESCRIPTION

Job Title: Consumer Engagement Coordinator

FSLA Status: non-Exempt

Reports To: Director of Community Engagement

Organizational Description:

The National Health Care for the Homeless Council is the premier national organization working at the nexus of homelessness and health care. Since 1986, the Council has brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates. The Council's 300+ Organizational Members include Health Care for the Homeless health centers, medical respite programs, housing, and social service organizations across the country.

Grounded in human rights and social justice, the National Health Care for the Homeless Council mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness.

Job Summary:

The Consumer Engagement Coordinator engages, supports, and advocates for the unique health care needs of people experiencing homelessness nationally, and locally, in the state of Tennessee. As a person with lived expertise in the field of homelessness, the Consumer Engagement Coordinator will engage with expertise and compassion the homeless health care community (including consumers, health centers, consumer advisory boards, and shelters) in order to further the work of the Council in the areas of patient activation, patient engagement, health education, outreach, research, and advocacy.

Job Responsibilities:

Consumer Advocate (35%)

- Support the National Consumer Advisory Board of the National Health Care for the Homeless Council by attending NCAB meetings (as required), supporting NCAB participation in Council meetings and conferences, assisting in the maintenance of the Consumer Advisory Board directory, and interacting with the NCAB work plan as assigned.
- Contribute to the facilitation of focus groups, surveys, virtual meetings, and other methods by which consumer feedback can be gathered, analyzed, and applied to support the work of the Council and those who provide services to the homeless population.
- Serve as an expert on the lived experience of homelessness through participation in multi-disciplinary projects and publications across Council teams, as needed.
- In conjunction with the Community Engagement Manager, support the Council's work in technical assistance for health centers and for patients seeking direct services.

TennCare Shelter Enrollment Project Assistant (65%)

Supports the work of the TennCare Shelter Enrollment Project, which exists to ensure that families experiencing homelessness across the state of Tennessee can enroll in and access the benefits of TennCare.

- Establish and strengthen relationships with organizations, agencies, and ministries across the state of Tennessee that provide direct services to those experiencing homelessness in order to provide information and assistance with TennCare and issues regarding health care for the homeless.
- Create and maintain a directory of homeless service providers across the state of Tennessee.
- Create and maintain strong relationships between statewide shelters and managed care company health outreach workers and statewide health department TennCare Kids outreach workers
- Prepare and distribute via email TennCare updates and information to direct service providers across the state.
- Offer assistance and support to clients referred to the Project by direct service providers across the state of Tennessee via the TennCare Shelter Enrollment Project Helpline and email address.
- Solicit and collects data from direct service providers regarding the health care coverage and services accessed by families experiencing homelessness across the state.
- Participate in local Continuums of Care, Consumer Advisory Boards, Homeless Coalition Boards, etc. and serves as a resource on TennCare and health care for the homeless.
- Contribute to nine mobile screening events per year for children living in homeless shelters in the state of Tennessee
- Attend staff meetings, retreats, and national conference.

Education and Experience:

- High school diploma required. Bachelor's degree or at least five years of experience in an office or customer service environment required
- Lived experience of homelessness required
- Experience with MS Office, email and telephone communication, and virtual meeting platforms
- Experience facilitating meetings of peers
- Must be a resident of the state of Tennessee

Skills and Personal Characteristics:

- Strong interpersonal and social skills with demonstrated ability to engage peers, service providers and those in need of assistance with professionalism, integrity, compassion, and understanding as a representative of the work and mission of the Council.
- Works independently and within the context of a multi-disciplinary team
- Possess written and verbal communication skills
- Possess problem solving skills
- Able to manage workflow and work remotely as needed
- Personally supportive of the stated mission and values of the Council
- Willing and eager to develop written and oral communication skills

- Enjoys meeting new people and developing community engagement
- Self-motivated and able to work independently and as a contributing member of a team
- Comfortable working with people from a variety of cultures and socioeconomic backgrounds

Additional Information:

Benefits: Comprehensive benefits package

How to Apply:

Please submit a resume, cover letter, and salary requirements to Cindy Manginelli at cmanginelli@nhchc.org. Applicants without cover letters will not be considered.

Equal Opportunity Employer: The National Health Care for the Homeless Council is an Equal Opportunity Employer and does not discriminate based on race, sex, religion, sexual orientation, gender identity, or country of origin. The Council is committed to focusing on equity in all our work, including ensuring our staff is inclusive and representative of the people we serve.