



**JOB TITLE:** Perinatal Resource Coordinator

**DESCRIPTION:**

Responsible for coordination of community-based perinatal resources to meet the overall goal of increasing attendance and access, including the non-English speaking population.

- Conducts ongoing phone, email and paper mailing outreach to recruit patients, providers, agencies and market childbirth education courses and gather community perinatal related resources
- Responds to telephone inquiries about childbirth education needs
- Coordinates perinatal resource opportunities, meetings and/or partnerships and collaborations
- Maintains follow up for resource requests, logs of childbirth education sessions, referral source, etc., and generates reports as requested.
- Maintains education session evaluation, patient satisfaction surveys, and provider/caregiver feedback
- Contributes culturally competent knowledge of community health education needs to program development, instructor certification program and evaluation
- Participates in marketing outreach coordination with staff
- Participates in development of culturally competent resource binders, materials, maintains directory as necessary
- Works collaboratively with Programs Manager and Executive Director.
- Attends supervision and staff meetings
- Participates in ongoing resource research and services to enable comprehensive support for perinatal doulas, educators and clinical team
- Participates actively in professional organizations directly related to UPEC
- Conforms to UPEC standards of performance and conduct, including those pertaining to patient rights, so that the best possible customer service and patient care may be provided.
- Utilizes standards as the basis for decision making and to support the UPEC mission and goals.

- Follows safety procedures.
- Perform other duties as assigned or as needed.

**EDUCATION:**

HS Diplomas/GED

**CERTIFICATES, LICENSES, REGISTRATIONS REQUIRED:**

Current CBE certification or ability to become certified within 6 months of hire.

Current CHW certification or ability to become certified within 6 months of hire.

**EXPERIENCE:**

At least 3 years' experience working with underserved, multicultural families required.

Engaged community member for serving/working with the underserved and intentionally racially marginalized communities of color

**KNOWLEDGE AND SKILLS:**

- Excellent English communication skills (oral and written).
- Bilingual or multi-lingual skills (beyond that of English) appropriate to the patient population served is a plus.
- Cultural sensitivity and comfort with a wide range of social, racial and ethnic populations
- Excellent interpersonal skills to instill confidence and to advocate for patients and their family.
- Excellent organizational skills, including ability to multi-task, prioritize essential tasks and keep written documentation.
- Must be able to maintain strict protocols of all confidential or sensitive information
- Proficient with standard Microsoft programs (i.e. MS Word, Excel, PowerPoint, Outlook) and web browsers.
- Ability to utilize project management applications and HIPAA compliant databases