

**Community-Based Organization Liaison
Job Description
Curamericas Global**

Reports To: Executive Director
Job Location: Raleigh, North Carolina, USA
FLSA Status: Contract

This position is contingent on a contract being awarded. Estimated start date is January 4 for six months. Salary is negotiable and suggested in the range of \$45-55,000 (prorated for sixth months of employment). Details in this job description are subject to change as we respond to the COVID19 emergency for the people of NC. To apply, please send a resume and cover letter to curamericasjobs@gmail.com

Background:

Curamericas Global is a world class, global health NGO that has been saving the lives of mothers and children in low-resource communities since 1983. Curamericas Global works in partnership with communities and local NGOs to implement evidence-based strategies through community-led, long-term projects that empower communities to take control of their own health.

This position supports a project being implemented by Curamericas Global, funded by the North Carolina Department of Health and Human Services (NCDHHS) Office of Rural Health, "Support for Patients with COVID-19 Related Needs through Community Health Workers." It seeks to reduce the number and severity of COVID-19 outbreaks among historically marginalized populations through engagement with Community Health Workers (CHWs). A CHW is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served, who serves as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. Through this project, CHWs connect persons with COVID-19 related needs to resources including testing/contact tracing, primary health care and related support services through face-to-face encounters and telehealth as appropriate. To implement this project, Curamericas is partnering with Community-Based Organizations (CBOs) serving these marginalized populations. **These CBOs will, with Curamericas' technical, logistical and fiscal support, recruit, hire, train, deploy and support cadres of CHWs to serve their communities. The CBO Liaison will provide this support.**

Summary:

This position will support 6-7 Community-based Organizations (CBOs), focusing on training and providing ongoing support to the CBOs' CHW Coordinator(s), who will supervise the CBO's cadre of CHWs. CBO Liaisons will serve as the primary contact point for each partner CBO and ensure productive and professional working relationships. The Backstop will orient the CBO and its CHW Coordinator to the project, its goals and strategies, and provide technical assistance and training in all aspects of project implementation, including the recruitment, training and supportive supervision of the CBO's CHWs. A "cascade" training approach will be utilized, with

the Liaison training the CHW Coordinators using the same methods and content that the Coordinators will in turn use to train and support their cadre of CHWs. Training will be competency-based and utilize quality assurance checklists to certify the competence of the CHW Coordinators as they complete each training milestone. Training will utilize both group and individual synchronous and asynchronous online sessions as well as in-person training using appropriate PPE and social distancing precautions.

This training could include:

- 1) a thorough orientation to the COVID-19 disease, especially how to keep themselves safe via social distancing and proper use of personal protective equipment (PPE); and
- 2) the specific skillsets the CHWs will utilize to serve their clients. These skills will include assessment of client socioeconomic and health needs and COVID-19 status; connecting clients with service providers, medical care, COVID-19 symptom monitoring, testing and contact tracing, and assistance with management of COVID-19 disease at home, including provision of PPE.

Liaisons may train CHW Coordinators to onboard their CHWs to the project's technology platforms:

- 1) the Greenlight technology platform which their clients can use for safe health professional-supervised home monitoring of their COVID-19 symptoms;
- 2) the NCCARE360 technology platform, which the CHWs will utilize to connect their clients with the various social and health services their clients and their families may need, such as assistance with food, housing, social support and mental health services; and
- 3) telehealth applications (Zoom, WhatsApp, FaceTime, Skype, etc.) for communicating safely with their clients.

Training will also include how CHW Coordinators can train their CHWs to implement the project's monitoring and evaluation (M&E) system, including their data collection and reporting responsibilities and methods, and how to clean and audit to ensure quality data.

Once CHW Coordinators are trained, the Liaison will provide them with ongoing supportive supervision, utilizing monthly observations, quality assurance checklists and interviews with the Coordinator's CHWs, consulting project M&E data and with CBO staff to identify any skill deficiencies and provide supportive supplemental training to address these deficiencies. As the project proceeds, the Liaison will identify needs for further skill development and provide supplemental synchronous and asynchronous online training to further develop CHW Coordinator skills. CHW Coordinators will cascade this supportive supervision model to their cadre of CHWs.

Liaisons will receive cleaned CBO M&E data and conduct ongoing weekly and monthly monitoring of this data of project outputs and progress to assess if project output and outcome objectives are being met.

Liaisons will conduct weekly virtual meetings with CHW Coordinators to review the CBO M&E data, troubleshoot, support, and to see ways the CHW Coordinators have improved the existing

training and supportive supervision tools and methods to share their innovations and improvements. At a monthly meeting with each of their assigned CBOs, the CBO Backstops will review and discuss with each CBO and its CHW Coordinator(s) and CHWs the client M&E data specific to the CBO for data-based decision-making, problem-solving and project improvements.

Essential Duties and Responsibilities:

- Establish and maintain constructive and supportive working relationships with partner CBOs
- Train in each CBO at least one CHW Coordinator to execute all CHW functions and to then cascade this training to their CHWs
- Train CHW Coordinators in COVID-19 prevention protocols and correct use of PPE
- Oversee their Coordinators' onboarding to NCCARE360, Greenlight and telehealth applications.
- Utilize a rigorous assessment protocol to certify the competence of the CHW Coordinators and train them to cascade this protocol to their CHWs
- Conduct ongoing weekly and monthly monitoring of CBO data, project outputs and progress
- Identify skill development needs and provide ongoing supplemental group and asynchronous training and supportive supervision of CHW Coordinators
- Lead weekly meetings of CHW Coordinators and monthly meetings with CBOs for data-based decision-making, problem-solving and project improvements.

Required Education and Experience:

- Fluency in English and Spanish strongly preferred
- Ability to respond to and manage ever-changing requirements and priorities with flexibility and a positive attitude; use appropriate interpersonal skills and methods to reduce tension and resolve conflict
- Possess strong interpersonal and customer services skills; able to build and maintain positive, productive relationships with peers, colleagues, managers, providers, the community and other professionals

Preferred Education and Experience

- Graduate degree or 3 years relevant work experience
- Experience interviewing, screening, and assessing family needs in social services environment
- Research experience
- Community engagement experience
- Group Facilitation Experience
- Experience working with at-risk families
- Knowledge of coaching and case management techniques to interface & connect with traumatized and difficult to reach families
- Skilled at 1:1 coaching, group facilitation, workshop presentation
- Knowledge of programs and services for families
- Passion and commitment to social justice and compassion for all

- Experience in community outreach and engagement

Why Work for Curamericas Global:

Curamericas Global is dedicated to closing health inequities around the world and in our own backyard. At Curamericas you'll have autonomy to make an impact, quickly gain experience and responsibility, and work with a team of high-performing and passionate public health professionals. Join a nonprofit that is committed to ending colonial development, north-south power dynamics, and using innovative business strategies to sustain and grow evidence-based community health. Curamericas' projects embody our shared values of equity, compassion, and empowerment through data driven decision making in order to create programs that are sustainable through partnership and changes in individual behavior and social norms.