

**Technology Accessibility Coordinator / Assistant Backstop**  
**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 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 COVID19-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 program, 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. A Curamericas CBO Liaison will provide this support, assisted by an **Assistant Backstop/TA Support Specialist who will focus primarily on providing support in the areas of personal protective equipment (PPE) procurement and provision, technology accessibility and monitoring and evaluation.**

Summary:

The Assistant CBO Backstop will be assigned to support a Curamericas CBO Liaison and the 6-7 CBOs the Liaison is supporting. The Assistant Backstop will provide general support to the Liaison in their primary functions of 1) establishing and maintaining constructive working relationships with their assigned CBOs; 2) training and supporting their CBO's CHW Coordinator, who will train

and oversee the CBO's cadre of CHWs. This will include: assisting with group and individual synchronous and asynchronous online and in-person training of the CHW Coordinators; assisting with the ongoing observation and evaluation of CHW Coordinator work and provision of supplemental training as needed; participating in weekly and monthly meetings with the CHW Coordinators and their CHWs and with CBO staff to review project data, problem-solve, and execute data-based decision-making.

In addition to this general support, the Assistant Backstop will focus on specialized support in three areas:

*Procurement and provision of PPE:* The Assistant Backstop will communicate with the CBO and its CHW Coordinator to identify the CBO's need for PPE (masks, hand gel) for its staff and clients; procure the PPE using Curamericas' procurement protocols; distribute the PPE to the CBOs; and provide instruction in its use, including approved protocols for preventing the transmission of COVID-19 (social distancing, proper hand-washing, proper ventilation, testing, and isolation). The Assistant Backstop will then monitor the CBO's PPE supplies and replenish them as needed, establishing with the CBO a monitoring and reporting protocol for this purpose.

*Technology accessibility for CBO staff and their client:* The Assistant Backstop will also function as a Technology Accessibility Coordinator who will support in both English (and Spanish, as needed) the use by CHW Coordinators, CHWs and project clients of

1) the Greenlight online technology platform (used for safe home monitoring by project clients of their COVID-19 symptoms);

2) the NCCARE360 online platform (used by CHWs to connecting their clients to social and health services); and 3) various telehealth platforms, including Zoom, Skype, WhatsApp and FaceTime (for safe communication between CBO staff and their clients).

In addition, the Assistant Backstop will help CBOs establish and maintain WiFi hotspots; support CBO staff's use and maintenance of tablets; and any other technology needs of CBOs and CHWs Monitoring & Evaluation. They will ensure that all CBO technology, data and reporting is HIPAA-compliant and client data is kept confidential.

*Overseeing the collection, review and reporting of CBO project data:* The Assistant Backstop will review the data for completeness and accuracy, as well as compliance with project data reporting protocols, and work with the CHW Coordinator to clean and reconcile data if necessary. Data will include CHW worklogs/timesheets for review to ensure that only allowable activities are being executed and billed to the project by the CBO.

The Assistant Backstop will ensure that all client data on CHW iPads/tablets and Curamericas or Community-Based Organization (CBO) staff laptops and desktop computers will be password-protected, with effective password security protocols. He/she will ensure that all reports generated of CBO data will be free of individual identifiers to maintain client confidentiality and anonymity. He/she will also conduct ongoing spot-checks of Coordinator and CHW iPads/tablets, desktop computers and laptops to ensure that password-protection of project client data is being practiced and all project reports and documents are free of identifying information. The Assistant

Backstop will note any M&E and data management or security skill deficiencies and provide to the CBO staff, as needed, supplemental training.

#### Essential Duties and Responsibilities:

- Provide general support to Curamericas CBO Backstops in all aspects of their work, including training and supportive supervision of CHW Coordinators
- Procure and provision CBOs with PPE and provide instruction in their proper use
- Support (in Spanish and in English) the use of Greenlight, NCCARE360, hotspots, WIFI, tablets, and any other technology needs of CBOs and CHWs for M&E
- Ensure that all project technology, data and reporting is HIPAA-compliant and client data is kept confidential and password-protected
- Conduct ongoing spot-checks of Coordinator and CHW iPads/tablets, desktop computers and laptops to ensure proper use, confidentiality, and HIPAA compliance
- Receiving, reviewing, cleaning of CBO data; conveyance of this cleaned data to the CBO Backstop and the Curamericas M&E Coordinator
- Provide technical assistance to CBO staff to improve quality of data collection, cleaning and reporting
- Review CHW worklogs/timesheets to ensure that only allowable activities are being executed and billed

#### Required Experience

- Computer literacy is required
- Community engagement experience
- Cultural Competence
- Fluency in both English and Spanish strongly preferred
- 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
- 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

#### Preferred Education and Experience

- Graduate degree or 3 years relevant work experience
- A valid driver's license and a safe driving record may be required
- Experience with interviewing, screening, and assessing family needs in social services environment
- Community outreach and engagement experience
- Group Facilitation Experience
- Experience in 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 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.