

Job Description

Job Title: Participant Access and Administrative Services Specialist

Compensation: \$24-\$27/hour

MCHC was created out of a need to address the high rate of low birth-weight babies and health disparities among low-income families in Chester County. Founded in 1991, MCHC continues to ensure that all women and their young children in the county have equitable access to quality, culturally competent health care. In 1995, with initial funding from the Robert Wood Johnson Foundation and multiple private foundations, MCHC began providing prenatal case management for pregnant and parenting women and their children. In 1997, with funding from the federal Healthy Start program, MCHC became one of 106 Healthy Start programs throughout the country. Today, MCHC's Family Center Program includes the former Healthy Start services, and it also houses Plan of Safe Care (POSC) projects. MCHC's Family Benefits Program was designed to provide uninsured families with bilingual, bicultural support to access state subsidized health insurance, and in 2010 it expanded to include enrollment assistance for food benefits. Today, Family Benefits also includes the Family Navigator and Language Access projects. In response to a school readiness gap among low-income families with children entering kindergarten in southern Chester County, MCHC launched the Family Center Program in 2006 to strengthen kindergarten readiness and support parents in fostering early cognitive development. MCHC has a strong track record of improving short- and long-term health outcomes among underserved populations, particularly low-income Latino and African American mothers and young children, and its work has been cited in peer reviewed scientific journals. The Family Center Program also offers the Kindergarten Transition Program, Fatherhood programming, Life Skills, Diversion, and Family Group Decision Making (FGDM) for families living in Chester County.

Summary:

This position serves as the primary point of contact for MCHC's incoming phone line, completes initial screening and routing of client needs, supports referrals and follow up, provides family navigation and public benefits enrollment support, and provides interpretation services as needed to ensure access for non-English speaking participants.

Essential Duties and Responsibilities:

- Serve as a Family Navigator providing direct services to individuals and families across Chester County through virtual visits and in-person home visits, as appropriate.
- Respond to incoming calls to MCHC as the primary point of contact, complete a brief screening, identify needs and urgency, and schedule navigation support, including a virtual or in person visit when needed.
- Conduct an initial family needs assessment and develop a service plan focused on stabilizing families, reducing barriers, and addressing risk factors that can contribute to CYF involvement.
- Connect families to internal MCHC services and external community resources, including county departments, schools, healthcare providers, behavioral health supports, domestic violence resources, housing, food, childcare, and other supports as needed.
- Provide warm handoffs and coordinated referrals, support completion of referrals, and follow up with families and partner agencies to confirm access, remove barriers, and document outcomes.
- Maintain accurate logs, case notes, and required documentation, and submit routine reports and outcome data as assigned.
- Provide interpretation services as needed to ensure access for non-English-speaking residents, this role does not supervise the Language Access project.
- Support clear communication across channels by documenting contacts, tracking follow up tasks, and ensuring timely internal coordination related to family needs and referrals.
- Lead the administrative team to coordinate the intake, inventory, and distribution of in-kind items to families, including diapers, wipes, clothing, car seats, hygiene items, food, and other donated goods, and coordinate all other in kind donations received by the organization.
- Maintain accurate donation and distribution records, including logs, recipient acknowledgements when required, and documentation needed for internal controls and funder reporting.
- Maintain confidentiality of participant and organizational information, and comply with all program policies, procedures, and documentation standards.
- Provide general administrative support that strengthens timely and accurate navigation services, including maintaining forms, templates, and files required for service delivery and reporting.
- Maintain flexibility to support participant needs, including occasional after hours and weekend appointments, crisis responsive follow up, and time sensitive resource connections, based on program needs and supervisor approval.

Supervisory Responsibilities:

- None

Education/Experience/Skills requirements:

- Educational requirement: bachelor's degree in business, or another related field.
- Master's degree in a similar field as noted above is a plus.
- Minimum experience requirements: 3 years in a leadership position in a nonprofit organization
- Preferred experience requirement: 5 years in a position in a nonprofit organization
- Experience attracting and managing volunteers, individual contractors, interns, and hiring and supervising paid staff.
- Outstanding verbal and written communication and interpersonal skills
- Highly organized and attentive to detail
- Bilingual English and Spanish preferred, with demonstrated ability to provide clear communication by phone and in person
- Able to independently coordinate multiple activities and meet compressed timelines.
- Experience providing presentations to a wide variety of audiences.
- Skilled in Microsoft Office and Publisher
- Ability to collaborate on the implementation of technological solutions to enhance services.
- Ability to establish and effectively manage relationships with partner agencies.
- Excellent interpersonal skills with the ability to represent MCHC to diverse communities.
- Highly proficient in Microsoft Office
- Exemplary oral, and written communication and negotiation skills
- Strong presentation skills
- Extensive knowledge of social networking
- Experience with government funding
- Excellent organizational skills with the ability to track deadlines and balance competing priorities.
- Ability to maintain a high level of efficiency, accuracy, and productivity.
- Must be able to complete criminal and child abuse history background checks.
- Able to travel overnight for program meetings and conferences.

Candidates having slightly less than the above minimum experience requirements but possessing highly unique qualifications and progressively impactful leadership and management experience may also be considered.

The above represent typical job duties and responsibilities but the incumbent is also expected to perform other duties as assigned or requested by leadership or may be required in the fulfillment of MCHC's mission.

Certificates, Licenses, Registrations and Related Requirements:

- Must have and maintain: a valid driver's license; automobile insurance with liability coverage of \$100,000-\$300,000; and daily access to an automobile and a cell phone.
- Has no criminal or child abuse history as determined by a criminal history and child abuse screening.

Newly hired employees will not be permitted to begin employment until ALL clearances and background checks are received and reviewed by a member of our HR team.

Physical Demands/Work Conditions:

This position requires visual and auditory acuity and the physical ability to climb stairs, stand for long periods of time, walk distances, and lift or carry up to 10 pounds.

This job description does not necessarily list all the duties of the job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is not a contract for employment, and neither you or the company may terminate your employment at any time, for any reason.

Additions:

MCHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.