

# Job Description: COVID-19 Community Coordinators

*This is an example job description. Read more about the COVID-19 community coordinators here (insert link to promising practice).*

## Overview of Role

COVID Community Coordinators (CCCs) are community-based organizations that connect [name of state]'s diverse communities to COVID testing and resources. It is essential to draw on community strengths and trusted community networks to respond effectively to COVID-19 and to longstanding health inequities made worse by the pandemic.

Coordinators contract with the State to serve communities hit hardest by COVID-19, including communities of color, American Indian communities, LGBTQ communities, and people of [name of state] with disabilities.

COVID Community Coordinators support people in [name of state] who need COVID-19 information specific to their communities, including in their languages. Coordinators help community members find and get critical resources to deal with health concerns, as well as employment, food access, housing, child care, and legal rights.

COVID Community Coordinators can answer questions about:

- Where to get tested for COVID-19
- Food support
- Health care and mental health resources
- Housing and rental assistance
- COVID-19 case investigation and contact tracing
- Employment resources

## Position Details

**Full/Part Time:** Full-Time

**Regular/Temporary:** Temporary

**Work Shift/Work Hours:** Day Shift/ 8:00am - 4:30pm (40 hours per week)

**Days of Work:** Monday – Friday

## Qualifications

### Minimum Qualifications

- Three years of professional experience in public health project coordination, demonstrating strong oral and written English communication skills.
  - Work experience must include the following:
    - Facilitating discussions and project management within diverse stakeholder community groups within the [insert target community].
    - Developing budgets or administering grants or contracts.
- AND
- In order to be considered please list in your resume how your work or volunteer experiences has demonstrated meaningful engagement working toward improving the health and/or wellbeing of the [insert target community] specifically.

### Preferred Qualifications

- Master's degree in public health or a related field.
- In-depth knowledge of state, local and tribal public health systems
- Experience advancing health equity through culturally competent and equity-centered strategy development in a diverse, multicultural and multi-lingual work environment.
- Translate technical information into plain language for a variety of audiences, preparing reports, grants, contracts and summaries in a timely and professional manner.
- Fluency with language[s], culture and terminology specific to the [insert target community]

## Activities

**Objective 1: Collaborate with state department of health, local public health, and other partners to help [insert target community] members navigate systems and access resources for their COVID-19-related needs.**

1. Participate in ongoing training with state department of health to stay up-to-date on COVID-related information and resources
  - a. Attend regular meetings; take in and organize large amounts of continually changing information; ensure that all project staff are aware of the current info and resources.

2. With assistance from state department of health, coordinate with local public health (LPH) departments in areas served
  - a. Learn from LPH about the resources and services they are providing. Coordinate services and referrals with LPH.
3. Connect community members to resources to meet the full range of their COVID-related needs
  - a. Help community members access existing resources to meet needs such as food security, health and mental health, employment, housing, childcare, legal rights, and others.
4. As necessary to fill gaps in existing resources, provide resources to community members
  - a. Provide resources such as reusable cloth masks, hand sanitizer, cleaning supplies, etc.

## Objective 2: Staff a COVID-19 public information and resource phone line for the [insert target community] in [name of state].

1. Staff the COVID hotline
  - a. Staff COVID hotline 5 days per week, 8 hours per day, plus emergency/on-call staffing
2. Track hotline calls and outcomes
  - a. Track the number of calls, the types of requests/needs, responses and resources provided, and gaps where resources are lacking

## Objective 3: Provide planning and staffing support for COVID-19 community testing.

1. Support planning of testing events and ongoing testing locations
  - a. Collaborate with the State Emergency Operations Center, state department of health, and local public health to plan no-barrier, welcoming, accessible testing events and ongoing testing locations.
2. Travel to testing sites throughout [name of state or your designated region] to provide staffing and community support
  - a. Travel to testing sites to provide staffing. Provide cultural and language support to community members at testing sites. Assist with registration, forms, navigation, and other aspects as needed. Educate community members on testing follow-up, including isolation and quarantine.
3. Pre-register community members for testing
  - a. Help individuals pre-register through online system if required by testing site.
4. Support community members in accessing and completing at-home saliva test kits

- a. For those who cannot travel to a community testing site, saliva test site, or other testing facility, help community members order and complete an at-home saliva test according to protocol.
- 5. Community engagement and outreach to promote testing
  - a. Example: Send mass text messages to target community with just-in-time testing notifications to inform them about testing locations, availability, how to register, etc.

#### Objective 4: Provide planning and staffing support for COVID-19 vaccination.

1. Support planning of vaccine distribution and vaccination events/sites
  - a. Collaborate with the State Emergency Operations Center, state department of health, and local public health to plan vaccine distribution and vaccination events/sites
2. Travel throughout [name of state or your designated region] to provide staffing and community support at vaccination events/sites
  - a. Travel to vaccination events/sites. Provide cultural and language support to community members at events/sites. Assist with forms, navigation, and other aspects as needed.
3. Community engagement and outreach to promote vaccination
  - a. Example: Send mass text messages to target community with just-in-time notifications to inform them about vaccination locations, availability, etc.

#### Objective 5: Communicate and work collaboratively with the State and other partners throughout the project.

1. Participate in regular calls with state department of health and other partners
  - a. Communicate regularly with all project partners.
2. Provide input to state department of health, local public health, and other partners about COVID-19-related needs and issues in [insert target community]
  - a. In regular calls and other contexts, share information about community needs and resource gaps with state department of health, local public health, and other partners. Advocate on behalf of community needs and potential solutions.
3. Work with state department of health to develop solutions to identified community needs and support state COVID-19 response
  - a. Upon approval from contract manager, complete other tasks as agreed upon with state department of health.
4. Evaluate reach and impact of contract work (with support from Rainbow Research)

- a. Track evaluation measures. Help communicate the reach and impact of this work back to communities.
5. Submit a progress report to state department of health summarizing work done under this contract and progress toward all objectives
  - a. Use provided template to prepare and submit a report, including evaluation measures and examples of successes and challenges.
6. Submit a final report to state department of health summarizing all work done under this contract and progress toward all objectives
  - a. Use provided template to prepare and submit a report, including evaluation measures and examples of successes and challenges.

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