



COLORADO COMMUNITY HEALTH NETWORK

Communications Assistant

Job Description

About CCHN: The Colorado Community Health Network (CCHN) is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and migrant populations in Colorado. CCHN, a dynamic and team-orientated non-profit of approximately 30 employees, provides support and technical assistance to the 21 Community Health that provide integrated primary, behavioral, and oral health care at over 200 clinic sites in underserved communities.

About the Communications Assistant: The Communications Assistant must be self-motivated and able to manage multiple tasks, able to work with diverse people, and manage a heavy workload. The Communications Assistant will work within the Policy Division (PD) to support Communications, Public Affairs (PA), and Covering Kids and Families (CKF) project tasks. The Communications Assistant will spend the bulk of time supporting the Senior Manager of Federal Policy & Communications with crafting, coordinating, and sending CCHN communications. The Communications Assistant will also provide administrative support to the PD. Key responsibilities include, but are not limited to, compiling, writing, and editing electronic newsletters; writing and editing blog posts and social media posts, designing public materials, planning meetings and events, recording meeting minutes, updating website content, and data entry.

You may be a good fit for the position if you are: driven, curious, creative, adaptable, have great writing and editing skills, have a professional demeanor, and you enjoy working on a small collaborative team. You are interested in helping CCHN craft and design communications to members and the public that tell the story about Community Health Centers, and you are interested in supporting the PD with administrative tasks. You have professional experience writing, editing, and designing communications materials, updating websites, and providing administrative support. You are well-acquainted with Microsoft Office programs (especially Excel, Outlook, and Publisher), have dabbled in design software like Adobe Suite and Canva, are acquainted with social media, and you feel comfortable learning other programs as needed. The ideal Communications Assistant will manage relationships well; display sound judgment; relate well to the public and staff; have a professional demeanor; prioritize customer satisfaction; and be well organized.

General Duties:

CCHN communications (~50% of time)

1. Under the supervision of the Senior Manager of Federal Policy & Communications, supports implementation of CCHN's communications strategy including:
 - a. Assembling CCHN's twice-monthly Member Email Update
 - b. Posting CCHN's social media communications
 - c. Writing some content for and assembling CCHN's quarterly newsletter
 - d. Updating information on CCHN's website
 - e. Occasional taking and editing short videos
 - f. Collecting and saving relevant news coverage
 - g. Assists with the design and dissemination of CCHN communications materials
 - h. Takes notes during the monthly CHC Communications Directors conference call

- i. Other communications activities as assigned
2. Drafts and sends mail or email communications at the request of the Policy Director and the Senior Manager of Federal Policy & Communications.

Administrative support to the Policy Division (~25% of time)

1. Takes and prepares minutes for committee meetings and conference calls, and assures they are edited and distributed in a timely manner.
2. Schedules and plans events, conference calls, meetings, and training sessions, including all logistical aspects of coordination, planning, material preparation, registration, set-up and follow-up. This includes monthly PA meetings and annual state and national Policy and Issues forums.
3. Is responsible for setting up and providing support to the PD on the use of CCHN AV and IT equipment.
4. Provides administrative support to the Policy Director including scheduling and preparing for meetings.
5. Coordinates, implements and provides administrative support on PD projects as determined by Policy Director and Senior Manager of Federal Policy & Communications.
6. As needed, may assist in PD support of CHC Billing Managers, Fiscal Directors, Outreach and Enrollment Managers, Grassroots Advocacy Coordinators, Communications Directors, and National Health Center Week activities.
7. As needed, may collect and enter data for special projects, which may include: Access for All Colorado (AAC), Medicaid Cost Reports, Colorado Indigent Care Program (CICP) analyses, and other strategies that support policy efforts.
8. Coordinates travel arrangements, registrations, and other off-site arrangements for the PD, as needed and directed.
9. Assists with answering CCHN's phone inquiries.

Administrative and Communications Support to CKF (~25% of time)

1. Takes and prepares minutes for CKF meetings and conference calls and assures they are edited and distributed in a timely manner.
2. Assists with CKF communication strategy including assembling and editing the monthly newsletter, managing the CKF blog calendar, editing the CKF blog, and assisting with the design and dissemination of other reports and briefs.

General

1. Responds professionally and timely to requests for information from association members, as well as the public.
2. Assumes other responsibilities as assigned.
3. Reports corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation.

Desired Qualifications:

1. Bachelor's degree or Associate's in a related field, or equivalent experience.
2. At least 2 years of experience working in an office environment.
3. Ability to work with minimal supervision and maximum accountability.
4. Ability to manage and prioritize multiple tasks.
5. Strong writing, proofreading, and fact-checking skills.
6. Handle all telephone and personal contacts in a professional manner.

7. Strong computer skills, particularly in Microsoft Office (Word, Excel, Outlook, Access, Publisher), Adobe Suite, Canva, Mail Chimp, WordPress, Camtasia video-editing software, Facebook, Twitter, YouTube.
8. Demonstrated awareness of, and value for, cultural competence.
9. Demonstrated ability to work with customer/client groups and /or experience in membership organizations.
10. Ability to work as a team member and work effectively with diverse people.
11. Fluency in written and spoken English. Fluency in Spanish a plus.
12. Ability to travel. This position can require up to several hours of travel to meetings in the metro area per week. Additional in-state travel may also be required, with approximately three overnight trips per year, and the option of one out-of-state overnight trip per year.
13. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.

The ideal Assistant will display sound judgment, relate well to the public and staff, have a professional demeanor, prioritize customer satisfaction, and be well organized.

CCHN is an equal opportunity employer offering flexible benefits, a casual work environment, and a competitive salary (DOE).

Category: Full-Time (40 hours per week), Nonexempt

Responsible to: Senior Manager of Federal Policy & Communications

Supervises: N/A

Compensation Range: \$19.50 to \$22.50

Job Description Effective Date: 8/2/2019

To Apply: Please email the following:

1. Cover letter
2. Updated resume
3. Written answers to the following questions (limit responses to one-page total):
 - a. This job requires completion of multiple tasks with competing deadlines, often assigned/overseen by different individuals. Please describe your experience with completing multiple tasks and your approach to this challenge.
 - b. CCHN strives to achieve a high level of customer satisfaction in all our activities. Please describe how you would ensure a high level of customer satisfaction among internal staff, members, and external partners.
 - c. CCHN has worked to cultivate our social media presence. Describe how you would use your experience to continue to build upon this in a positive, non-partisan manner.
4. Writing sample that demonstrates experience with one aspect of CCHN's communications strategy (#1 in general duties above), i.e. a newsletter article OR social media posting.

The position is open until filled. Please submit inquiries by 5 p.m. on Aug. 19, 2019. Candidates should email application materials to humanresources@cchn.org, attn: Communications Assistant.

No phone calls.