

COMMUNITY HEALTH ASSOCIATION OF MOUNTAIN/PLAINS STATES (CHAMPS)
Programs Coordinator, Membership & Communications

Overview:

Community Health Association of Mountain/Plains States (CHAMPS), a Denver-based non-profit organization, is seeking a full-time, non-exempt, Programs Coordinator for Membership & Communications. In order to be considered for the opening, you must submit a complete application via email (see below for full details).

CHAMPS is a membership association of Community Health Centers (CHCs) serving low-income, homeless, and agricultural worker populations in Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming (Region VIII). CHAMPS, a dynamic and team-orientated non-profit, provides support and training to these health centers serving underserved communities in collaboration and partnership with Region VIII State Primary Care Associations (SPCAs). The Programs Coordinator must be self-motivated, able to manage multiple tasks and work with diverse people, carry a heavy workload, and travel. The Programs Coordinator, Membership & Communications is responsible for the coordination and implementation of CHAMPS' member services, contacts management, and communications efforts, and provides support for additional CHAMPS activities.

General Duties:

1. Maintain CHAMPS databases of contacts at, and event participants from, Region VIII health centers, PCAs, and partner organizations.
2. Develop and distribute the biennial Region VIII health center/PCA directory.
3. Coordinate annual member, partner, and conference appreciation communications.
4. Support the CHAMPS Membership Director with the annual CHAMPS Awards, health center staff Welcome Program, and annual Needs Assessment.
5. Manage CHAMPS communications including the CHAMPS Quarterly Newsletter, social media, email taglines, email marketing software options, etc.
6. Develop and distribute quarterly CHAMPS Board of Directors e-digests.
7. Enhance, maintain, promote, and ensure the continuity of selected areas of the CHAMPS website, including content development and review.
8. Maintain responsibility for overall website continuity including staff support, monthly analytics, and biannual review of content.
9. Act as primary technical back-up for CHAMPS distance learning events (e.g., webinars, podcasts, etc.).
10. Support CHAMPS staff with the design and maintenance of advertising materials for CHAMPS events, products, resources, and services.
11. Coordinate cross promotion/marketing efforts between CHAMPS and Region VIII SPCAs and other partners.
12. Develop and manage a marketing plan to enhance the visibility and usage of CHAMPS events, products, and services.
13. Develop and maintain partnerships with Region VIII SPCA, federal, regional, and state partners and other entities as appropriate in related areas to build support; determine needs; share resources, challenges, and best practices; and identify collaborative opportunities.
14. Attend related partner-led events and trainings as appropriate; disseminate information about related partner resources, events, trainings, etc. to Region VIII health centers and SPCAs as appropriate.
15. Work with CHAMPS peers and partners as requested to plan and coordinate collaborative video meetings, face-to-face trainings, annual conference sessions, etc.
16. Provide support for other CHAMPS programs and activities (e.g., data compilation/analysis/quality assurance, board meetings, cross-training to back-up other CHAMPS staff tasks, etc.).
17. Provide related written program updates for CHAMPS governing and advisory bodies as requested.
18. Maintain related procedures documents.
19. Achieve, track, and report outcomes for related work plan activities (e.g., participation, utilization, evaluation, etc.).

20. Assist with other grant/Cooperative Agreement writing, tracking (including documenting training outcomes from across the organization), and reporting as requested.
21. Assist with achieving, tracking, and reporting CHAMPS Strategic Plan goals, objectives, strategies, etc.
22. Participate on cross-company committees as assigned.
23. Assume other responsibilities as assigned by CHAMPS Directors.
24. When identified, bring compliance concerns to the attention of the Corporate Compliance Team.

Job Qualifications:

1. Strong organizational, time management, and implementation skills, and commitment to quality.
2. Strong written and verbal communication skills which includes but is not limited to editing and proofing written work.
3. Solid computer skills, particularly with all Microsoft Office software, including Word, Excel, Access, Power Point, and Outlook.
4. Ability to facilitate group discussions and deliver presentations to groups varying in size.
5. Experience with website content management software such as WordPress.
6. Experience with email marketing software such as MailChimp.
7. Proficiency with online meeting and learning platforms including Zoom and GoToWebinar.
8. Experience with graphic design tools such as Canva a plus.
9. Ability to work with minimal supervision and maximum accountability.
10. Ability to build rapport, credibility, and trust with members and partners and maintain productive relationships.
11. Ability to work as a team member with individuals from varied professional backgrounds and diverse cultures.
12. Solid knowledge of, and value for, cultural competence and diversity, equality, equity, and inclusion.
13. Ability to thrive in a complex and rapidly changing environment.
14. Ability to work with customer/client groups and/or experience in membership organizations.
15. Fluency in written and spoken English.
16. Ability to work both from home and from the CHAMPS offices.
17. Proof of being fully vaccinated against COVID-19 or have a qualified exemption.

Training/Education: Associate's degree required; Bachelor's degree preferred.

Experience:

1. Two years of experience in the fields of nonprofit, member services, and/or customer service preferred.
2. Knowledge in the areas of communications, database management, and/or basic website maintenance preferred.

Working Environment and Physical Activities:

1. General office environment.
2. Ability to travel. This position may require travel to meetings in Region VIII (CO, MT, ND, SD, UT, WY) states on occasion. Additional travel may also be required, with approximately one in-state overnight trip per year and/or one or two out-of-state overnight trip(s) per year.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Position Salary Range: \$20 - \$24 per hour depending on experience.

Benefits: CHAMPS provides a generous, comprehensive benefits package that includes:

1. Health, dental, and vision insurance plans.

2. Life, AD&D, and long-term disability insurance plans.
3. 401K retirement plan.
4. Employee Assistance Program (EAP).
5. Paid leave including vacation, sick, and holiday.

Category: Full-Time (1.00 FTE), Non-Exempt

To apply, please provide resume, cover letter (indicating where you saw our posting), and responses to the following:

1. This job requires completion of multiple tasks with competing deadlines. Describe your experience with completing multiple tasks for multiple people and your approach to this challenge, including how you prioritize tasks.
2. CHAMPS strives to achieve a high level of customer satisfaction in all of our activities. Please describe at least one example of how you would ensure a high level of customer satisfaction among internal staff, members, and external partners.
3. What does community health mean to you?

Applications due by close of business on **Monday, September 20, 2021**. **Applications accepted only via e-mail to andrea@champsonline.org**. No phone calls, faxes, or U.S. mail.