

Community Connections Outreach Coordinator

Job Notice

OVERVIEW

The Catholic Multicultural Center (CMC) is a social service agency on Madison's South side. Our programs and services are designed to help our brothers and sisters in need through meeting basic needs and providing opportunities for educational and professional growth. The Community Connections Outreach Coordinator is primarily responsible for establishing community connections and implementing outreach and promotion activities to raise awareness of health care options and resources available, especially to the immigrant community from the near and middle east. Coordinator will also implement and oversee new culturally appropriate food pantry programming and assist with regular CMC Food Pantry operations, while using this opportunity as a means to raise awareness of services available through the CMC and Covering Wisconsin.

Position is full-time (40 hours/week) with some occasional weekend hours.

If interested, please send resume and cover letter Steve Maurice: steve@cmcmadison.org.

MAJOR DUTIES AND RESPONSIBILITIES

- Raise awareness of services and resources available for health care, employment, ESL classes, etc.
- Educate guests about health insurance options and how to use coverage to access care.
- Work collaboratively with Covering WI staff to translate written materials on health insurance topics.
- Provide interpretation for program enrollments.
- Facilitate one-on-one assistance with consumers to determine eligibility for and provide enrollment in health coverage.
- Assist guests with post-enrollment case questions they may have, i.e. appeals, billing issues, documentation, and transitions to new coverage.
- Implement and oversee a new Food Pantry program providing halal foods.
- Assist with CMC Food Pantry intake and distribution.
- Assist with front desk/reception operations when needed.

QUALIFICATIONS

- Proficiency in written and verbal language spoken by immigrants in the community (preferably Dari or Pashto) other than English, Hmong, and Spanish.
- Cultural familiarity with Islamic dietary laws
- Strong communication skills
- Willingness to learn about health insurance and healthcare coverage issues
- Interest in providing adult health and/or public program education and outreach
- Ability to assist individuals one-on-one and in groups
- Ability to work independently and take initiative in seeking out solutions