



## Information and Referral Coordinator

**FLSA Classification:** Non-Exempt

**Reports to:** Connect Mat-Su Program Manager

**Salary Range:** \$24.03-\$26.08 per hour

**To apply, please visit:** <http://tinyurl.com/connect-ir-coordinator>

**Application Deadline:** March 27, 2024, with first review of applicants March 15

### JOB DESCRIPTION

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#### About Connect Mat-Su

Connect Mat-Su was created in 2018 to serve as a comprehensive and innovative health and social services information and referral resource center. It is a network with both a physical and virtual resource center linking residents with immediate access to the information, referrals, and direct assistance needed to thrive physically, mentally, socially, and emotionally. Connect Mat-Su is wholly owned and operated by the Mat-Su Health Foundation (MSHF). Connect Mat-Su employees are employees of the MSHF.

#### About the Foundation

Mat-Su Health Foundation (MSHF) is the official business name of Valley Hospital Association, Inc., which shares ownership in Mat-Su Regional Medical Center. In this capacity, the foundation actively participates in the governance of Mat-Su's community hospital and protects the community's interest in this important health care asset through board oversight. The MSHF also invests its assets into charitable works that improve the health and wellness of Alaskans living in the Matanuska-Susitna Borough (Mat-Su).

#### Position Summary:

The Connect Mat-Su Information and Referral Coordinator is an innovative and adaptive member of the Connect Mat-Su team responsible for contributing to the overall success of Connect Mat-Su. This position will coordinate and facilitate information and referral service delivery, tailored to the individual needs of clients, and works with the Program Manager to identify and execute opportunities for improvements to information and referral practices and procedures. The coordinator is primarily responsible for conducting follow-up with clients identifying with complex or emergent needs. This position will ensure that all Connect Mat-Su clients are provided with information and referrals that are timely, situationally appropriate, and low barrier.

#### Job Responsibilities:

- **Leadership:**
  - Work with manager to strategize, organize, and set strategic goals for Connect Mat-Su information and referral services
  - Engage in cross-organizational efforts, connecting information and referral to the broader MSHF mission and network
- **Program Management:**



- Coordinate the design and implementation of workflows, processes, tools, and supports in alignment with the Connect Mat-Su program goals and industry standards
- Facilitate and participate in convenings and meetings in relation to Connect Mat-Su strategy and mission
- Work with Program Manager to execute, monitor, provide timely updates, and recommend improvements to information and referral processes and procedures
- Coordinate the development and implementation of follow-up procedures that identify and remove barriers, streamline access to services, and improve client outcomes
- Coordinate the overall success of Connect Mat-Su information and referral service through annual database record verification, regular maintenance and management of Connect Mat-Su resource database, and events calendar updates
- **External Relationships:**
  - Identify, build relationships with, and maintain community partners to expand Connect Mat-Su network and address community needs
  - Identify potential new partnership ideas and present to Connect Mat-Su Director
  - Represent Connect Mat-Su and its mission and by extension the MSHF, at external meetings and events
  - Provide program updates and work with internal and external partners to address system gaps
- **Health Equity**
  - Provide an equitable client experience to all Connect Mat-Su users by providing referrals per industry standards and utilizing a trauma-informed approach
  - Ensure equity and inclusion in all interactions with providers and/or advocate for client's needs when necessary
  - Empower clients by providing them with options for referrals to meet their resource needs
  - Utilize various service delivery methods to achieve accessibility of services throughout the entire Mat-Su Borough, including remote and online strategies
  - Communicate and advocate to community partners about the system barriers faced by marginalized populations, and problem solve around mitigating these inequities

**Competencies:**

- Ability to work in an inclusive and equitable manner.
- Ability to learn quickly, stay flexible and highly organized in a fast-paced environment with competing demands while maintaining integrity of work product for self and staff with minimal supervision.
- Strong analytic skills and the ability to think strategically and programmatically.
- Excellent written and verbal communication with strong facilitation skills
- Highly organized self-starter experienced in project management.
- Ability to build relationships with a cross-sectoral range of stakeholders in the local or regional area.
- Outstanding communication and interpersonal skills, with the ability to build authentic relationships with a diverse set of high-profile stakeholders.



- Understanding of CRM/Software utilization for information and referral.
- Knowledge of the local community, available resources, and issues facing community members while producing innovative and operational solutions.
- Motivated and committed to the foundation’s mission possessing a strong desire to promote health equity and improve the health outcomes of the Mat-Su residents.

**Education & Experience:**

- BA degree, preferably in Social Sciences or 5 years’ experience in systems or project coordination or a combination of education and experience
- Minimum 2 years of experience in social service settings; preferred experience includes information and referral delivery, care coordination, and/or client advocacy
- Excellent communication, customer service, and time management skills
- Working knowledge of best practices for information and referral
- Extensive working knowledge of Microsoft Word, Excel, and other related software.

**Other duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Work Location:** Wasilla, Alaska

**Work environment:** Employee will be working in a typical office environment with offices with frequent interruptions, moderate temperature, and equipment noise.

**Physical demands:** Employee will be spending considerable time at a desk using a computer terminal.

**EEO statement:** Mat-Su Health Foundation is an equal employment opportunity employer.

**Reviewed by:**

Manager’s initials: \_\_\_\_\_ Date: \_\_\_\_\_ Human Resources initials: \_\_\_ Date: \_\_\_\_\_

**Employee Acknowledgement**

Employee signature below indicates the employee’s understanding of the requirements, essential functions, and duties of the position.

Print Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date \_\_\_\_\_