



Operations Coordinator

FLSA Classification: Non-Exempt

Reports to: Connect Mat-Su Operations Manager

To apply, please visit: <https://tinyurl.com/cm-ops-coord>

JOB DESCRIPTION

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 Mat-Su Health Foundation (MSHF). Connect Mat-Su employees are employees of 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, MSHF board members and representatives actively participate in the governance of Mat-Su's community hospital to protect the community's interest in this important healthcare institution. Grounded in organizational values of prevention, access, wellness, fairness, equity, and collaboration, the MSHF mission is to improve the health and wellness of Alaskans living in the Mat-Su. Through grantmaking, convening of local partners, and policy change, the foundation's work has resulted in significant improvements in systems that support the health of Mat-Su residents in areas such as behavioral health, child welfare, crisis response, community connections, workforce development, transportation, housing, and senior services.

Position Summary:

The Connect Mat-Su Operations Coordinator is an operational support team member responsible for contributing to the overall success of Connect Mat-Su. The coordinator provides stabilization to the daily operations while supporting the infrastructure needed to deliver high-quality information and referral services. This position works directly with the Operations Manager to maintain and manage technological platforms that support delivery of information and referral services. The coordinator will work closely with the Connect Mat-Su team to respond to needs in support of internal operations.

Job Responsibilities:

- **Leadership**
 - Provide support and stabilization to daily program operations by participating in the development, execution, and coordination of internal workflows, procedures, and best practices.



- Work with Operations Manager to execute decisions for operational activities.
- Support Manager in the development and management of a standardized onboarding and training program for Connect Mat-Su staff in accordance with information and referral (I&R) industry standards for accreditation.
- **Program Management**
 - Coordinate and execute maintenance requests for the Connect Mat-Su website and resource database; work directly with Connect Mat-Su team to execute necessary updates and maintenance requests.
 - Contribute to the implementation and maintenance of operational guides and standard operating procedures in accordance with industry standards to ensure consistency in operations and the efficient delivery of services, achieving/maintaining program accreditation.
 - Contribute to the collection of website analytics, customer surveys, database reports, and aggregate data.
 - Represent Connect Mat-Su and its mission and by extension MSHF, at external meetings and events.
- **External Relationships**
 - Build authentic and effective relationships with external partners and community members.
 - Obtain initial information through community outreach, website application, and other methods, on organizations that may meet resource database inclusion criteria to ensure the database continues to meet community needs.
 - Establish contact with and obtain detailed information about the programs and services provided by organizations.
 - Collaborate with vendors, users, stakeholders, and other I&R programs to optimize internal maintenance and external searchability of the resource database across the internet and other systems.
 - Support Connect Mat-Su team through work with external partners and providers on management and maintenance of internal database records.
- **Health Equity**
 - Ensure equity and inclusion in all interactions with providers and/or advocate for clients' needs when necessary.
 - Ensure equitable access and inclusion of resources into Connect Mat-Su database and website.
 - Communicate and advocate to community partners about the system barriers faced by marginalized populations, and problem solve around mitigating these inequities.
 - Champion equity and inclusionary practices internally and externally.

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 and contribute to programmatic decisions.
- Highly organized self-starter experienced in project management.



Connect Mat-Su
for a healthier community



MAT-SU HEALTH
FOUNDATION

- Outstanding communication and interpersonal skills, with the ability to build authentic relationships with a diverse set of stakeholders.
- Understanding of CRM/software integration and its function in cataloging and presenting resource information accompanied with the ability to train staff and partners on platform.
- Knowledge of the local community, available resources, and issues facing community members while producing innovative and operational solutions.
- Ability to interpret program data and analytics and contribute to improved comprehensiveness of data system and delivery of service.
- Motivated and committed to the foundation's mission possessing a strong desire to promote health equity and improve the health outcomes of Mat-Su residents.

Education & Experience:

- Associate degree plus two (2) years of comparable work experience or five (5) years of comparable work experience.
- Knowledge of website development, CRM software systems, associated maintenance, and management.
- Minimum one (1) year of demonstrated progressive project management experience.
- Knowledge of the Alliance for Information and Referral Services (AIRS) preferred.
- 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 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.

Pay Range: \$22.60 to \$25.00 hourly plus full benefits package.

Application Deadline: Open until filled; review of applicants begins May 15, 2023.