

DATE:	August 2022	FLSA:	NON-EXEMPT
REPORTS TO:	Prenatal Resource Manager	HOURS:	NTE 15-20 hrs/week
DEPARTMENT:	PRENATAL RESOURCE PROGRAM	PAY RANGE:	\$18-\$21 /hour

JOB SUMMARY

The Outreach and Resource Specialist acts as a liaison between the Smart Beginnings Virginia Peninsula (SBVP) Prenatal Resource Program and the entities that serve pregnant women in Hampton and Newport News. This includes prenatal care providers, health departments, school systems, and hospital systems, among others. This position uses approved marketing materials to promote participation in the Prenatal Resource Program. Duties will also include performing centralized intake screenings and follow up. This position performs under the supervision of the Prenatal Resource Program Manager.

OUTREACH

- Serves as the organization’s point of contact for recruiting community organizations to the program and is well-versed in speaking about the Prenatal Resource Program and other SBVP programs.
- Establishes a contact within each community organization to develop and maintain a strong working relationship with the contact.
- Follows up and communicates on a regular basis with all sites, with a focus on sites that are not actively participating in the Prenatal Resource Program.
- Identifies, recruits and on-boards new sites in the target geographical area to participate in the Prenatal Resource Program.
- Maintains a log of all entities and contacts made and provides data reports on a regular basis.

CENTRALIZED INTAKE

- Receives prenatal consent forms from OB providers and other sites in the community as assigned by the Prenatal Resource Program Manager. Makes contacts according to procedures to screen clients.
- After completing the screen, during the same contact, identifies and provides appropriate referral services based on individuals assessed need(s).
- Follows up the screen with email or other method outlining all referrals and informational resources identified during the screen.
- Follows through on any referral question raised by the client during the screen that could not be answered at the initial contact via phone, email, mail or text.
- Ensures all screening and follow up information is submitted promptly for data entry and analysis.

OTHER DUTIES

- Attends applicable trainings, in person or online, to maintain and update knowledge base.
- Attends all meetings with the program team as an active participant.
- Participates in community activities as needed to promote awareness of the Prenatal Resource Program and other Smart Beginnings initiatives, as needed.
- Performs other related duties as assigned.

QUALIFICATION AND COMPETENCIES

- Minimum of a high school diploma or GED with health or human services experience preferred. Experience working with the public and enjoys conversations as the “spokesperson” for the Program.
- Demonstrates strong interpersonal skills that include active listening and a positive, upbeat demeanor.
- Must possess excellent oral and written communication skills to clearly articulate program benefits via phone, email, and face to face.
- Must demonstrate effective motivational interviewing skills and behavior observation skills.
- Experience working with and ability to understand an individual’s unique situation, including those requiring cultural sensitivity or social perceptiveness (holding diversity, equity and inclusion in high regard).
- Ability to work independently with minimal supervision.
- Strong organizational skills with the ability to manage, prioritize, and coordinate multiple tasks and duties.
- Must be able to work flexible hours; some evenings and weekends are possible.
- Working knowledge of computer programs including Microsoft 365 (Word, PowerPoint, and Excel) and database programs (including Access and video conferencing platforms).

TRAVEL: Must be able to provide their own transportation. Outreach activities will require travel (which will be reimbursed at the GSA rate) throughout the cities of Hampton and Newport News. If off-site trainings or meetings occur, travel supervisor must give prior approval.

ESTIMATED ON-THE-JOB TRAINING TIME: Up to 3 months. A work plan will be co-developed with supervisor for each stage of success.

WORK ENVIRONMENT: Will work primarily from home-based office. Outreach activities will be throughout Hampton and Newport News. As needed, work will be performed in the SBVP office.

PHYSICAL DEMANDS: This position requires lifting and transporting outreach materials. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities.

EEO STATEMENT: SBVP provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.

PLEASE SUBMIT RESUME AND COVER LETTER TO jobs@smartbeginningsvp.org