

Pathways Community Hub Coordinator

Job Description: NEON is seeking a candidate to coordinate the NEON Pathways Community Hub, a program that supports Community Health Workers across Northeast Oregon. The Pathways Community Hub seeks to empower individuals in Eastern Oregon by removing social barriers that make it difficult for them to focus on their own health. The program trains and supports Community Health Workers (CHWs) who can connect Community Members with resources such as financial assistance, food access, housing, transportation, medical referrals, smoking cessation, and a wide variety of other programs. This position will involve management of a centralized online data collection system and compilation of evaluation metrics.

Compensation: \$44,782 to \$47,299 per year, set by NEON's standardized compensation scale. This salaried position is 40 hours a week with full benefits. NEON offers employee health, dental, life insurance, Employee Assistance Program, retirement match, a flexible work schedule, professional development, and wellness incentives (90 minutes paid activity or wellness time per week as part of a 40-hour schedule).

Work Location: It is preferred that this position work out of our La Grande office, though remote work from a Northeast Oregon location may be possible depending on the person hired. Personal vehicle required, with mileage reimbursed at the federal rate. The NEON office is family-friendly and NEON strives to provide a flexible and supportive work environment. Occasional travel throughout Northeast Oregon is required.

Qualifications/Prior Experience: Bachelor's Degree preferred; in lieu of degree work experience will be considered. Candidate should have 2 years of experience in a health or social service-related role. Experience with research, data collection, data analysis and visualization, and group coordination desired. Excellent public relations and customer service skills required. Must have a valid and unrestricted driver's license and personal vehicle for regional travel.

Job Duties:

- Act as initial contact for building and maintaining working relationships with providers, office staff and all Hub partners.
- Conduct partner and Community Health Worker education regarding the NEON Pathways Community Hub and Hub operations and payments.
- Ensure Community Health Workers receive prompt technical support for unlocking and resetting passwords and basic data collection software troubleshooting.
- Administer Community Hub Online Data Collection Software
- Convene, lead, and support the project leadership team.
- Conduct annual partner Hub satisfaction surveys and interviews.
- Implement and maintain quality assurance practices.
- Serve as primary contact for project advisors and consultants to ensure the hub is operating effectively and to assist with strategic planning.
- Data collection and program evaluation activities, including personal interview and focus groups as well as report generation and presentation.
- Other duties as assigned.

Technology Applications:

- Microsoft Outlook, Word, and Excel, data entry, internet browser software, and distance technology experience required. Strong aptitude and ability to learn technological skills required. Experience with basic data analysis and visualization preferred.

About NEON: NEON is a 501(c)3 nonprofit health collaborative serving Northeastern Oregon. NEON launched in 2004 from a small group of individuals who recognized the value of community collaboration in ensuring the health of our residents. Currently, NEON offers health insurance enrollment and navigation, support and training for Community Health Workers and other frontline professionals, and community COVID support services. We also support other community coalitions with the goal of creating a healthier Eastern Oregon.

Application Instructions: Interested parties should submit a resume and cover letter to Liberty Avila at lavila@neonoregon.org.

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