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Welcome Baby **Outreach Specialist** Bilingual Spanish/English

Maternal and Child Health Access (MCHA) is seeking an Outreach Specialist for our Welcome Baby Program. This individual will focus on community outreach and recruiting of eligible clients.

Welcome Baby is a home visitation program for pregnant and postpartum women and their families near downtown Los Angeles, funded by First 5 LA. It is one component of Best Start LA, a project focused on increasing the number of children who achieve appropriate social, emotional, cognitive, language, physical and motor development milestones to the best of their potential. Best Start LA focuses on engaging all elements of a community in creating a "baby and toddler friendly" environment. Welcome Baby is a partnership among First 5 LA, California Hospital Medical Center, Maternal and Child Health Access, and a coalition of community partner agencies.

Maternal and Child Health Access (MCHA) is a non-profit social service and policy agency whose mission is to improve the health of low-income women and families through advocacy, education, training and direct services. We offer a case management program for pregnant and parenting women with an arts and sewing economic development project; health education and support classes, including breastfeeding support; an oral health access and policy project; outreach for enrollment into health programs and referrals to health services; troubleshooting for problems accessing health care or using health programs; and training and technical assistance to agencies on health programs and services available to low-income people. We conduct policy work in areas of access to care and health issues based on our experiences with low-income women and families.

Position Objectives: The Outreach Specialist supports the Welcome Baby Program and clients by conducting community outreach at health centers, provider offices and other social service sites aimed at recruiting and enrolling eligible clients into the Welcome Baby program. The Outreach Specialist will also be responsible for developing relationships with key community contacts, maintaining prenatal outreach logs, following up with potential clients, and conducting client intakes.

EDUCATION, EXPERIENCE, TRAINING:

Education: AA degree or Bachelor's degree (preferred)

- Bilingual (English/Spanish) required.
- Minimum of one year experience in conducting outreach within community-based organizations to recruit potential clients.

Experience with and skills in these functions:

- Intakes and/or client interviews to identify client risk factors.
- Coordinating the intake process with other key personnel in a timely manner in order to ensure efficient client enrollment and assignment.
- Working with low-income families and families from diverse age, cultural and ethnic backgrounds.
- Using empathy, warmth, and the ability to establish trusting supportive relationships with an ethnically diverse population.
- Effectively communicating with community members and clients using an empathetic, strength-based and client-centered approach.
- Exhibiting strong public relations skills and the ability to develop collaborative relationships with providers, clinic staff, and partners.
- Conducting group presentations to both community members and professionals.
- Communicating clearly and effectively, both verbally and in writing.
- Advising clients and team members on community resources.
- Using knowledge of maternal and child health issues, child development, parenting, perinatal depression, and breastfeeding highly desired.
- Working effectively as a member of an interdisciplinary team.
- Identifying appropriate resources for clients and providing referrals as needed.
- Collecting, compiling, maintaining outreach data in Excel spreadsheets and/or a web-based data system.
- Organizing and maintaining accurate records.

In addition:

- Specialized training as a community health promoter/*promotora* or home visitor a plus.
- Must have a valid California Driver's license, reliable automobile and car insurance.
- Preference will be given to applicants from the designated pilot community for the project, in and around the boundaries of Jefferson Blvd., Olympic Blvd., Normandie Avenue and San Pedro Street.

MCHA offers comprehensive benefits including medical, dental, vision, Life insurance and generous paid time off. Paid Parking

Send resume to: Lisap@mchaccess.org or

Lisa Pepper, HR
 Maternal and Child Health Access
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Maternal and Child Health Access is an Equal Opportunity Employer