



1111 W. Sixth Street, Suite 400  
Los Angeles, CA 90017-1800  
Tel 213. 749.4261  
Fax 213. 745.1040  
[info@mchaccess.org](mailto:info@mchaccess.org)  
[www.mchaccess.org](http://www.mchaccess.org)

## **Welcome Baby Resource Coordinator Job Announcement November 16, 2017**

**Title:** Resource Coordinator  
**Program:** Welcome Baby  
**Status:** Exempt  
**Reports to:** Resource and Outreach Supervisor  
**Supervises:** N/A

### **General Overview:**

This is an existing position that works closely with the Program Director, Clinical Supervisor and Resource and Outreach Supervisor to build a network of community resources to support the direct service work of Maternal and Child Health Access staff. The Resource Coordinator also supports Welcome Baby home visitation staff with linkage of clients to appropriate community resources. S/he is responsible for developing relationships with key community contacts in order to support staff and clients with warm referrals for needed services. The Resource Coordinator works closely with the Program Director, Clinical Supervisor, Quality and Evaluation Manager, Resource and Outreach Supervisor and other Welcome Baby team members to provide input into the development of program documentation, procedures and overall structure of the Welcome Baby program. S/he must work effectively as part of a multidisciplinary team, as well as with a diverse and high-risk population. The Resource Coordinator position requires positive interaction and collaboration with internal and external contacts

### **Essential Duties and Responsibilities**

The Resource Coordinator:

1. Develops and maintains relationships with community organizations to build and maintain a network of up-to-date resources to which MCHA and Welcome Baby clients can be referred for needed services.
2. Works closely with WB and MCHA staff to both learn about and share available resources and warm referrals that have been beneficial for clients.
3. Attends community meetings to network with community organizations, learn about programs and services available, and to build relationships with key contacts.
4. Works closely with all program staff to provide a continuum of services, and when appropriate, assists WB staff in linking clients to needed resources.
5. Provides case-management to monitor and ensure warm referrals for high-risk clients when needed.

6. Document and track referrals, gaps and needs of high risks clients for program reporting and ongoing case-management.
7. Participate in high risk case consultations.
8. Follows up with referrals and resources for clients, as needed.
9. Ensures that the agency Resource Directory is up-to-date and that current referral forms for external resources are kept in an accessible and organized manner.
10. When appropriate, develop trust and rapport with clients and provide support using an empathic and client-centered approach.
11. Ensures that all referrals are documented appropriately within the client record.
12. Works closely with the Data Specialist to ensure that referral resources are entered and updated within the program database in a timely manner.
13. Works closely with the Quality and Evaluation Manager to track referral data.
14. Adheres to all program guidelines, policies and protocols and actively works toward achieving the goals of the program.
15. Attends and completes all Welcome Baby trainings.
16. Attends and participates in all MCHA and WB staff meetings, bi-weekly group reflective supervision, and individual group reflective supervision with Resource and Outreach Supervisor.
17. Assists the Resource and Outreach Supervisor with tracking and documentation of client success stories or gaps in services in support of program and agency mission and goals and to influence policy.
18. Assists Program Director and Resource and Outreach Supervisor in identifying health disparities and resource gaps to improve services and to influence policy.
19. Fosters a positive and collaborative working relationship, both internally and externally.
20. Completes other duties as assigned.

Salary and benefits: MCHA offers comprehensive benefits including medical, dental, vision, Life and Long Term Disability coverage, 12 paid holidays, 2 float days, paid vacation and sick time, paid parking

Please submit your resume to: [LisaP@mchaccess.org](mailto:LisaP@mchaccess.org)

or:

Att: Lisa Pepper, Human Resources  
Maternal Child and Health Access  
1111 W. 6th St., Fourth Fl.  
Los Angeles, CA. 90017

or:

Fax: (213) 745-1040    Att: Lisa Pepper, Human Resources

MCHA is an equal-opportunity employer. Women and minorities are encouraged to apply.