



Position: Cultural Competency and Health Literacy Project Specialist

Reports To: Director of Cultural Competency and Health Literacy

Job Type: Full Time Position

Summary

Advocate Community Providers (ACP), headquartered in N.Y.C., are part of a national movement to transform healthcare in your community and beyond. Our vision is to create a network of independent but collaborative community physicians and providers who are best able to serve the needs of patients across our city.

ACP is the only Physician-led network charged with the implementation of New York State’s Delivery System Reform Incentive Payment (DSRIP) program in: Bronx, Brooklyn, Manhattan and Queens. We are a diverse network of physicians and providers who practice right in your neighborhood. We know your culture and we speak your language. We are here to work with every member of your family—and your healthcare providers—to practice preventive, total care that’s integrated.

Preventive care means fewer trips to the emergency room, fewer days of missed work. Integrated care means coordinated appointments and procedures. From infancy to elder care, ACP is here for every Medicaid member in our network. Our patient centric, culturally-sensitive approach will serve as a scalable model to help ensure Medicaid members everywhere receive cost-effective, quality health care.

Job Description

We are seeking a highly motivated professional to join ACP as a Cultural Competency and Health Literacy (CC & HL) Project Specialist. The CC & HL Project Specialist is responsible for supporting the work of the Vice President for Community Government and Workforce, and the work of the Director of CCHL. By assisting in convening and facilitating projects and initiatives across the network and implementing CC & HL work plans.



Key Job Responsibility Areas

Under the direction of the CCHL Director, the CC & HL Project Specialist will provide project management support for the ACP CC & HL work stream, including:

- Managing day-to-day operations
- Maintaining work plans and timelines
- Preparing status reports, accumulating data and statistics, and communicating any risks or barriers that may affect milestone deadlines

The CCHL project specialist will assist the independent practices on increasing their operations to address issues of communications between patients and providers to solidify the patient centered approach and value-based payments structures that DSRIP aims to achieve.

- Coordinate and conduct provider readiness assessments and ongoing process to improve CC & HL throughout the PPS
- Identify system / program changes that will result in the need for workforce retraining, hiring, and redeployment
- Draft agendas and minutes; develop meeting materials; facilitate CC & HL Committee Meetings
- Draft project work plans and educational material
- Manage multiple assignments with a high level of autonomy and independence

Qualifications

- B.A. or B.S. degree
- Strong project management skills and experience, including organization of individual and team work; prioritization; problem solving; adaptability; flexibility; and attention to detail
- Demonstrated understanding (expertise preferred) of the significance of cultural competency and health literacy and the impact of both on health care, health disparities and city-wide patient outcomes
- Proficiency with Microsoft Office programs (Outlook, Word, Excel, and PowerPoint) and ability to learn new software as needed (e.g. SPSS, etc...)
- Experience working with vulnerable populations in multiple settings and developing community-level interventions is highly desired
- Experience developing materials, platforms to enhance end-user comprehension and application in health settings is highly desired



Core Competencies

- Cultural sensitivity to the social, economic, cultural, and other barriers that impact the ability of the Medicaid, uninsured and undocumented population from accessing healthcare services and achieving successful outcomes.
- Excellent oral and written communication skills, including acute sensitivity of cultural impact on communication, translating concepts/ thinking and or complex information between various groups and conflict resolution and management; Strong critical thinking skills
- High integrity, loyalty, honesty, and openness
- Strong work ethic and tenacity coupled with a flexible approach

Additional responsibilities, tasks and duties may be assigned as necessary.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status or any other legally protected status.

ACP is committed to providing service that is culturally and linguistically appropriate for our diverse partnership. We work to ensure that our philosophy of cultural and linguistic diversity is embraced in all levels of our organization. Culturally competent services are required from both our employees and our partners.