

# HENRY FORD HEALTH

## JOB DESCRIPTION

Job Title:	Community Coordinator-Trauma Recovery Center (TRC)
Job Code:	F02318
FLSA Status:	Exempt
Date:	November 2024

### GENERAL SUMMARY:

Under the direction of the Trauma Recovery Center (TRC) Program Manager, the Community Coordinator coordinates and carries out the planning and implementation of all department aspects including coordination of internal and external communications, special events, community campaigns, peer mentorship programming and integrated database management. The Community Coordinator is responsible for maintaining consistency of information and messages throughout multiple communities, and for ensuring peer mentorship service consistency and data collection.

### PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Coordinates peer mentorship program implementation evaluation process. Creates and maintains peer mentor data base and resources.
2. Creates community education communication vehicles, including designing copy, graphic design, data maintenance.
3. Coordinates an organization of internal/external events. Tracks and manages charitable events.
4. Recruits peer mentor volunteers based on established criteria and eligibility guidelines.
5. Designs a creation of integrated presentation materials to include slide shows with advanced graphics and animation. Conducts monthly presentations at leadership meetings.
6. Interacts with internal and external customers. Along with the financial partner, meets quarterly with Director of Acute Care Surgical Psychology Service to address specific questions and track reporting growth.
7. Meets regularly with TRC Program Manager to develop strategies to achieve the overall goals.
8. Conducts research for proposal development, reports, newsletters, and speech writing.
9. Engages with admitted patients at Henry Ford Hospital to introduce peer mentorship programming and connect with resources in the community.
10. Develops and coordinates community surveys and data gathering.
11. Assists with grant and/or proposal writing as appropriate.
12. Provides administrative support.

**EDUCATION/EXPERIENCE REQUIRED:**

- Minimum of two-year College or Associates Degree. Bachelors degree preferred.
- Five (5) years of experience directly related to the duties and responsibilities specified, including experience with external community partnerships and relationship building.
- Must possess technology and internet utilization abilities, database, surveys.
- Technical knowledge of windows-based software and database management systems packages including MS Office (Word, Excel, PowerPoint & Access).

**CERTIFICATIONS/LICENSURES REQUIRED:**

Must meet or exceed core customer service responsibilities, standards and behaviors as outlined in the Henry Ford Health Customer Service Policy and summarized below:

- |                 |              |
|-----------------|--------------|
| • Communication | • Ownership  |
| • Understanding | • Motivation |
| • Sensitivity   | • Excellence |
| • Teamwork      | • Respect    |

Must practice the customer skills as provided through on-going training and in-services.

Must possess the following personal qualities:

- Be self-directed
- Be flexible and committed to the team concept
- Demonstrate teamwork, initiative, and willingness to learn
- Be open to new learning experiences
- Accepts and respects diversity without judgment
- Demonstrates customer service values

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Normal office environment with minimal exposure to noise, dust, or extreme temperatures.

**APPROVED BY:**

DEPARTMENT HEAD: \_\_\_\_\_ DATE: \_\_\_\_\_

HUMAN RESOURCES: \_\_\_\_\_ DATE: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.