



# Rio Arriba County

## **JOB DESCRIPTION VACANCY** **OUTREACH COORDINATOR**

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<b>DEPARTMENT:</b>	HEALTH & HUMAN SERVICES
<b>PRIMARY LOCATION:</b>	ESPANOLA
<b>SALARY CLASSIFICATION:</b>	C-11 PER SCHEDULE
<b>SALARY:</b>	\$22.44 TO \$28.09 HOURLY / \$46,675.20 TO \$58,427.20 ANNUAL
<b>POSITION STATUS:</b>	FULL TIME
<b>FLSA CLASSIFICATION:</b>	LIMITED TERM
<b>CLOSING DATE:</b>	<b>OPEN UNTIL FILLED</b>
<b>POSTING DATE:</b>	27 MARCH, 2025

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*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by employees in this classification; only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties. This is not an all-inclusive list of all responsibilities, duties and skills required of personnel in this classification. Duties, responsibilities and activities may change at any time with or without notice.*

### **Primary Summary:**

Under general supervision of the Health and Human Services Director or designee. The Outreach Coordinator will coordinate benefit enrollment for populations such as seniors, people with disabilities, etc. The Coordinator will also perform outreach activities in outlying County localities to increase reach and enrollment for underserved populations. They will track all contacts made, clients served, and services delivered. Finally, Coordinator will meet on regular basis with RAHHS Director, Senior Program Director, & Evaluator to discuss program development and make adjustments if need be.

*The general level and nature of this position are described in the headings below. This is not an all-inclusive list of responsibilities/ duties/ and skills required of personnel in this classification. Duties, responsibilities, and activities may change at any time with or without notice.*

### **Duties and Responsibilities:**

- Oversight and coordination of project activities and grant scope of work
- Find and assist Medicare beneficiaries, both senior and younger people with disabilities in completing applications for all the need-based public benefits for which they may be eligible. By person-centered, we mean screening clients for all benefits and assisting individuals with applying for all of the benefits for which they screen eligible
- Will take major responsibility for working with NCOA on initiative components including the design, implementation and evaluation of the project.
- Screen and file applications or recertification on behalf of Medicare beneficiaries in all of the benefits for which they are eligible.



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- Medicare Part D Extra Help (or low- income subsidy, LIS)
  - Medicare Savings Programs (MSP)
  - Medicaid
  - Supplemental Nutrition Assistance Programs (SNAP, formerly Food Stamps)
  - Low-Income Home Energy Assistance Programs (LIHEAP)
  - Strengthen relationships with government agencies determining eligibility for benefits, such as state Medicaid agencies and with other members of the aging and disability networks.
  - Provide monthly web-based reports of outreach and enrollment figures, including numbers of people assisted with enrolling in benefits and required financial and end-of-grant reporting.
  - Share best practices, lessons learned and case management tools
  - Participate in periodic conference calls and responding promptly to periodic emails and web-based surveys aimed at gathering information, such as case studies and best practices that will be helpful to other organizations in their outreach and enrollment efforts.
  - Host NCOA staff for project for project site visits if appropriate.
  - Respond to emails and phone calls from NCOA staff members in a timely manner.
  - Maintains confidentiality of all privileged information
  - Contributes to a team effort

#### **Minimum Qualifications:**

- High School Diploma
- Background in public health, social work, communication or related field
- Experience performing outreach in underserved areas
- Experience working with underserved populations like seniors, people with disabilities, etc.
- Ability to write fluently in English
- Experience with public speaking
- Must pass background check
- Shall maintain a valid New Mexico driver's license

#### **Recommended Qualifications:**

- BA from accredited college or university in liberal arts, social work, public health, communication or related field
- 2 years' experience with coordinating/performing outreaches
- Fluency in spoken and written Spanish language
- Experience with Microsoft Office
- Three years' experience with public speaking and presentation including presentation to state or local government bodies



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### **Knowledge, Skills and Abilities:**

- Ability to work with local Pueblos and Jicarilla nation
- Background in community organizing, outreach, and advocacy
- Skill in planning, scheduling, directing, supervising and reviewing the performance of staff, projects or contract in an effective manner
- Skilled at interpersonal communications
- Ability to coordinate large projects
- Ability to write and speak publicly
- Ability to act in an independent and conscientious manner using sound judgment
- Ability to maintain confidentiality
- Ability to handle multiple tasks and meet deadlines
- Ability to communicate effectively, both orally and in writing
- Must possess high ethical standards

### **Physical Demands:**

While performing the duties of this job, the employee routinely sits, stands, walks, talks, hears, stoops and carries, and may be exposed to various hazards such as infectious diseases, chemicals and fumes, heights, power equipment, and icy surfaces. The employee is required to climb railings on equipment. The employee regularly uses manual dexterity and visual acuity to complete tasks. The employee may occasionally lift and/or move up to forty (40) pounds, and occasionally lift and/or move up to fifty (50) pounds. If an item is over forty (40) pounds, lifting shall be done by two or more County staff members.

### **Work Environment/Conditions:**

Work is performed in a professional office environment with a moderate noise level, occasionally working under stressful conditions for extended periods of time, and under normal temperature conditions. The work indoor surface is carpeted, tiled, and concrete. Work is performed in facilities within Rio Arriba County with primary functions split between the Tierra Amarilla and Espanola Annex offices. This position is routinely exposed to Visual/Video Display Terminal (VDT) and extensive personal computer and phone usage. Evening, holiday, and weekend work outside of normal business hours may be required as well as travel and attendance at meetings.

Each county position requires the following professional skills and abilities as key and necessary elements of performance.

- Demonstrate regular and reliable attendance
- Work well with others and participate fully in a team-oriented environment
- Interface with other employees and customers courteously and respectfully



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- Project positive support of their department and all county organizations at all times
  - Maintain and enhance the county's commitment to customer service excellence
  - Maintain high ethical standards

Working Conditions for individual positions in this classification will vary based on each department's utilization, essential functions, and recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

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**County position requires the following professional skills and abilities as key and necessary elements of performance. Employees are required to:**

- Demonstrate regular and reliable attendance
- Work well with others and participate fully in a team-oriented environment
- Interface with other employees and customers in a courteous and respectful manner
- Project positive support of their department and all county organizations at all times
- Maintain and enhance the county's commitment to customer service excellence

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Working Conditions for individual positions in this classification will vary based on each departments' utilization, essential functions and the recruitment needs at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Conditions of Employment:**

Successful completion of thorough background investigation. Must pass a pre-employment drug screening and MVD check. Employees must comply with the safety guidelines of the county and follow the HIPPA Guidelines Manual - Policies and Procedures. Must possess and maintain a current driving course certificate from Rio Arriba County or must pass and receive a defensive driving course certificate within (30) days of the date of hire as a condition of continued employment.

**Please send an e-mail with your Letter of Interest,  
Resume and Job Application to:**

**[JobApplications@rio-arriba.org](mailto:JobApplications@rio-arriba.org)**

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*P.O. Box 127 \* Tierra Amarilla, New Mexico 87575 \* Phone (575) 588-7254 \* Fax (575) 588-7810*

*Espanola Annex \* 1122 Industrial Park Road \* Espanola, New Mexico 87532 \* Phone (505) 753-2992 \* Fax (505) 753-9397*

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