

Street Level Health Project

Wellness & Prevention Services Manager (40 hours/week, non-exempt)

Organization

Street Level Health Project is an Oakland-based non-profit organization dedicated to improving the health and well-being of underserved, urban, immigrant communities in the Bay Area. Street Level is "a safety net of the safety net" and serves as a point of entry to accessing health and other services for those most often overlooked and neglected, namely the uninsured, underinsured, low-wage workers, and the recently arrived.

Street Level is a highly volunteer dependent organization, with volunteers contributing thousands of hours each year providing health screenings, packing bags of fresh produce, assisting community members access basic needs and helping with our community events.

Wellness & Prevention Program

The Wellness and Prevention program provides health navigation and referral services to uninsured and underserved immigrants in the Bay Area. It is also comprised of our food access program, which includes the weekly distribution of fresh fruits and vegetables to single adults and families in the surrounding neighborhood, hot and nutritious community lunches which are served two times a week, and a hot breakfast which is distributed to day laborers three times a week on the streets where they are waiting for work.

Primary Responsibilities:

Administration

- Train, supervise and support health navigation staff and volunteers in assisting community members as described in Drop-In Health Navigation role described below.
- Meet with Outreach Specialist and Cook during Department Meetings 1-2 x per month to support food service needs.
- Schedule and coordinate county partners (2 weekly County Health Insurance Technicians and a monthly Health Care for the Homeless staff member).
- Facilitate weekly department meetings with staff to ensure clear and consistent communication
- Collaborate on conflict resolution with staff, community health workers and volunteers
- Administer use of keys and vehicle by ensuring company property remains on-site for company use at all times.
- Develop and update food program, emergency voucher policies, and program materials as needed.

Drop-In Health Navigation (Monday, Wednesday, Friday)

- Provide **individual client advocacy** to community members with intersecting barriers to service including but not limited to; recent immigrants, day laborers, low-income and high risk participants
- Ensure coverage of the **drop-in space** on Monday, Wednesday, and Friday from 9-5pm.
- Participate in weekly department meetings with Health Navigators and Clinic Manager to coordinate referrals for patients.
- Refer clients to appropriate service providers based on needs.
- Build referral relationships with healthcare and legal providers, schools, and CBO's, to ensure contacts at primary referral sites.
- Collaborate with Clinic Manager to recruit patients/community members for peer health education groups, as well as other services based on need.
- Engage community members and volunteers in building a warm, inclusive, safe and welcoming space.

Data and Reporting

- Ensure recording and tracking of participant information, external and internal referrals, case management notes in Salesforce (daily but review weekly during admin time).
- Generate reports for Measure A, CalFresh and Food bank with Salesforce data.
- Enter CalFresh data into designated web-based database by reporting deadline as detailed in contract.

Food Access

- Ensure distribution procedures are followed during weekly food bank, facilitate annual site visit, and attend Alameda County Food Bank meetings as calendared.
- Enroll and track attendance for food bank and lunch participants weekly.
- Coordinate purchasing of food and supplies for Breakfast/Lunch (2x/wk) and Dinner (1x/wk) service to ensure spending is within allocated budget.

Organizational Support

- Support SLHP staff in a collective decision making process, sustaining a safe workplace, and contributing to a culture of self-care and work/life balance.
- Attend and participate in weekly department meetings and staff training sessions.
- Help with organizational events as needed (Holiday Party, Dia De Los Muertos, May Day)
- Engage in organizational visioning, strategic planning, and ongoing programmatic decision-making.
- Participate in meetings and collaborations among program staff as needed
- Support development of a growing program with creativity and innovation.

Required Skills

- Spanish-English bilingual, both spoken and written
- Strong communication skills, including facilitation, conflict resolution and writing skills
- Strong teamwork skills and desire to work collaboratively
- Able to multi-task with flexibility, responsiveness, clear boundaries and excellent time management
- Experience with recruitment and outreach in a wide variety of sites including: schools, community events, churches/faith communities and health systems
- Independent, self-motivated, organized and able to meet deadlines.
- Microsoft Word, Microsoft Excel, Google Docs and basic computer skills

Desired Skills

- Knowledge of issues specifically affecting day laborers and newly arrived immigrants
- Connection with local organizations for volunteer recruitment
- Additional language capacities are a plus: such as Mongolian and Mam
- Experience in case management, patient advocacy, social services or peer based counseling.
- Knowledge of service agencies in Alameda County and existing relationships with Oakland service providers.

Job Position Details

- The position is compensated at a rate of \$20.00/hour for 40 hours per week. Full Benefits (vision, dental, health) accrual of 2 weeks of vacation per year at time of hire, and an addition of 2 weeks paid time off during December closure (after a year of employment). Schedule is 9-5:30pm to match service delivery and administrative responsibilities.