



Washington
Association for
Community Health
Community Health Centers
Advancing Quality Care for All

Workforce Support Specialist

Job Description

Job Title:	Workforce Support Specialist	Division Dept:	Workforce
Level Salary Range:		Reports to:	Workforce Development Manager
Position Status:	Permanent full time	Travel Required:	Occasional
Position Close Date:	Open until filled	Revised:	December 19, 2019

BACKGROUND

The Washington Association for Community Health (The Association) is a private, 501 (c)(3) membership association formed in 1985. Our mission is to strengthen and advocate for Washington's community health centers as they build healthcare access, innovation, and value. The Association provides training and technical assistance directly and through collaborative partnerships to Washington's 27 Federally Qualified Health Centers (FQHCs) in support of the provision of comprehensive, high quality medical, dental, and behavioral healthcare consistent with national health strategies. The Association's In-REACH program develops and administers medical assistant (MA) and dental assistant (DA) apprenticeship programs that provide didactic education, skills practice, and on-the-job training within Washington's CHCs and private health systems. The Association also coordinates or supports other workforce initiatives driven by its Board of Directors and identified needs.

We are committed to building a culturally diverse workplace and strongly encourage women, persons of color, LGBTQ individuals, veterans, persons with disabilities, and persons from other underrepresented groups to apply. Review of applications will begin immediately, and applicants are encouraged to apply as soon as possible.

POSITION SUMMARY

The Workforce Support Specialist reports to the Workforce Development Manager and provides administrative and apprentice support as staff work to expand In-REACH training programs, including managing apprenticeship application processes, coordinating with partner organizations, monitoring program participation requirements, maintaining on- and off-site supply inventories, and assisting in outreach and recruitment efforts for future program cohorts. The position requires occasional travel to support Apprenticeship kick-off meetings across the State, including weekends. S/he must be highly organized, detail-oriented, demonstrate exceptional customer service, and be a creative, team-player, whose values align with the Association's mission and apprenticeship model.

ESSENTIAL DUTIES

- Manages the application process for apprentices and employers.
- Works with the Communications Coordinator to update printed marketing materials and fact sheets.

- Coordinates kick-off events for new cohorts.
- Maintains records and schedule of ongoing meetings with colleges, training programs, and regulatory bodies.
- First line of support for apprentice questions and concerns regarding all non-curriculum issues.
- Records data for all apprentices' OJT (On the Job Training) progression, RSI (Related Supplemental Instruction) progression, and skills progression.
- Assembles individual progress reports monthly, highlighting areas of concern/non-compliance.
- Maintains records of paid/unpaid apprentice tuition.
- Conducts certification inquiries for graduated apprentices in order to maintain program databases/provide program support.
- Responds to information requests/apprenticeship inquiries.
- Coordinates Apprenticeship and Workforce committee meetings.
- Coordinate travel arrangements for Association staff and apprentice instructors including, but not limited to, site visits, kick-offs, and meetings.
- Maintains inventory of on- and off-site supplies, including quarterly upload to Stockpile.
- Records audience/participant questions at conferences, webinars, and meetings for use in printed marketing materials/FAQ resources.

REQUIRED QUALIFICATIONS

- Associate degree in health, business, administration or related field plus 5+ years' experience related to the duties of the position
- Proficient with use of Microsoft Office Suite including Word, PowerPoint, Outlook and Excel.
- Excellent written and verbal communication skills.
- Experience coordinating multiple schedules.
- Demonstrated ability to multitask and manage complex reporting deadlines.
- Exceptional organizational skills.
- Ability to work independently and responsibly under minimal supervision.
- Personable, positive, and a team player.

PREFERRED QUALIFICATIONS

Preferred applicants will have experience or knowledge in one or more of the following:

- Bachelor's degree in health, business, administration or related field
- Event planning.
- Online/distance learning models.
- Community health centers and/or primary care and the patient-centered medical home model.
- Diverse populations such as low income, low literacy, or minorities.
- Communications or marketing.

OTHER REQUIREMENTS

1. Must be able to drive a motor vehicle safely.
2. Must possess a valid Washington State Driver's License. Must provide proof of insurance. Mileage and travel expenses reimbursed.

SALARY / BENEFITS

The Association offers a standard benefits package and market competitive salary. Salary commensurate with experience.