



JOB DESCRIPTION

Healthy Start Center for Urban Breastfeeding (HSCUB) Program Assistant (Full-time)

June 2023

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

Overview:

We are seeking a passionate, energetic, reliable, and responsible candidate, with particular interest in breastfeeding to support our Healthy Start Center for Urban Breastfeeding (HSCUB). As part of the Healthy Start, Inc., multidisciplinary team, the HSCUB program assistant will be expected to provide support—and could potentially be the first point of contact—for families interested and/or enrolled in our program. This public health position supports programming and initiatives that contribute to the HSCUB which may include managing responsibilities such as maintaining program service records, strengthening community and online presence, managing data collection and analysis, developing communication materials, completing participant intakes, conducting home visits, providing instruction and other related tasks.

The HSCUB program assistant will be instrumental in supporting the HSCUB program manager, ensuring that all participants of the HSCUB are served both timely and with the highest level of care and expertise. The HSCUB program assistant will develop a keen understanding of all services provided within the HSCUB to provide participants with the full scope of support throughout their individualized breastfeeding journey.

Duties of the Position:

- Help to position the Healthy Start Center for Urban Breastfeeding as an exemplary community-based program that is trauma-informed, culturally-responsive and centers the lived experiences of Black women and families through innovative program delivery, collaboration and meaningful community engagement
- Focus on the continual performance and growth of the HSCUB by helping to establish and implement program processes and protocols that support meeting and exceeding established benchmarks
- Complete and coordinate referrals from intake to completion
- Manage participant engagement efforts, such as outbound service calls
- Provide lactation support via phone, virtual visit and home visit based on need by covering open shifts or appointments (via in-person or virtually)
- Maintain accurate documentation and data through charting platform
- Service incoming lactation support calls through phone triage
- Host and conduct educational lactation courses
- Support a positive customer service experience and timeliness of communication for all stakeholders who interact with the program
- Manage special projects as assigned
- Perform other job-related duties as assigned by immediate supervisor

Qualifications of Position:

Must demonstrate a passion for maternal and child health, with an understanding of public health concepts and health disparities. Must have an understanding of the current and historical context of birth work and doula support for Black women and within the Black community, with a high level of cultural competence and humility in working with the target population. Must be a certified lactation counselor or committed to continuing professional education including certification if not already certified (annual professional development budget will be provided). Must be proficient in Microsoft Word, Excel and Outlook.

Other:

- Act 33/34 clearances are required
- Must possess a valid unrestricted Pennsylvania Driver's License
- Must have personal transportation to be used for work.
- Must possess current and valid unrestricted automobile insurance and be listed as an insured driver
- Must have proof of full COVID Vaccination prior to start date

Skills and Knowledge Required:

- Strong history of work or shared lived experience with the target population
- Knowledge of the scope of practice of breastfeeding support professionals
- Ability to provide education and direct support to program participants and their supports (partners, other family members)
- Excellent organizational, interpersonal, communication (written and verbal), and analytical skills.
- Strong attention to detail
- Ability to motivate and guide participants to keep appointments, obtain goals and take advantage of services
- Ability to work with multi-cultural participants/agencies
- Understanding of the tenets of public health and health disparities
- Commitment to developing an understanding of the Healthy Start model
- Ability to follow instructions, take direction from management and comply with the boundaries of the established policies and procedures, while embracing the importance of contributing new ideas
- Strong computer literacy (Microsoft Professional Office, Access) and understanding of basic data analytics
- Ability to meet deadlines and process assignments in a timely and accurate manner
- Ability to travel within Allegheny County
- Commitment to protecting the confidentiality of employee and agency information
- Professional demeanor is required as you will interact with persons at all levels within the organization, outside of the organization and community

Physical Demands:

- The work performed is hybrid in-office and in-community requiring direct participant interaction, sitting, typing and answering phones, with occasional light lifting, carrying, stooping, standing, bending, walking, filing and local community travel.
- Part of the position is conducted in the field, candidate must possess the ability to work at locales outside of the office environment.
- Intense mental, visual and aural attention is required as the work involves responding to requests, planning or performing work that is at times, can be fast-paced.

Supervisory Relationship:

This position works under the direction of the HSCBUB Program Manager.

Compensation:

The starting salary for this position is \$17-20 hourly with full benefits. This is a non-exempt position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.