

*DENVER INDIAN HEALTH AND FAMILY SERVICES*  
*JOB DESCRIPTION*

Job Title	<b>Mobile Outreach Coordinator and Operator</b>	Department	Administration
-----------	---	------------	----------------

Supervisor's Title	Director of Outreach and Mobile Health	FLSA Status	Exempt. Full Time
--------------------	--	-------------	-------------------

Date Prepared	7/31/2020	Date Revised	1/30/2024
---------------	-----------	--------------	-----------

**POSITION PURPOSE** | To oversee the planning and operation of the mobile health unit, and act as the primary logistics, operator, and maintenance personnel for the unit and the scheduled activities.  
This position works under the Mobile Health Department by coordinating and driving the DIHFS vehicles to events as needed. This includes the Mobile Health Unit and travel to various locations within the State of Colorado.

**ESSENTIAL DUTIES** | Under the general supervision of the Director of Outreach and Mobile Health, the Mobile Outreach Coordinator duties are encompassed as follow:

**Vehicle Oversight**

- Keeping detailed logs and maintenance records on DIHFS vehicles, arranging repairs or upkeep as needed and scheduled, and tracking costs.
- Proactively determines vehicle needs for optimal performance and vehicle safety.
- Proficiency with minor repairs, tools, and techniques.
- Coordinates vehicle usage and health outreach visits, working often across departments to create organized scheduling.
- Monthly shopping to Costco as needed.
- Supports outreach events with the vehicle routing, planning and operations as needed.
- Coordinates with staff for vehicle usage and coverage. Communicates with Practice Manager and Administrative Assistant when work schedule is planned offsite for Outreach events or on personal time off.
- Other general duties as assigned.

**Outreach Coordinator**

- Receives training to drive and maintain the mobile health unit.
- Makes deliveries focused on patient needs with the DIHFS vehicles, and schedules transportation for patients as needed (through Uber or mobile health unit).
- Maintains the mobile health unit (scheduling maintenance, cleaning, standard upkeep).
- Coordinates events with Director of Outreach and Mobile Health and drives the mobile health unit to and from events, assisting with general operations.
- Supports various mobile health unit functions in planning, gathering supplies and detail-oriented tasks of support.
- Plans effectively for mobile unit travel, including identifying routes, sites for RV-related needs, and other strategies for the safe operation of the unit.
- Filing paperwork, keeping electronic records, tracking events, sign-in sheets,

- etc.
- Outreach set up and support as needed and some demonstrations to the public.
- Other general duties as assigned.

**Quality Assurance**

- Participates in organizations quality improvement activities.
- Assists in company policies, processes, and procedures.
- Performs regular inspections and reviews to ensure adherence to quality and safety policies. Communicates concerns with other employees.

OTHER DUTIES Other duties to be determined.

**EMPLOYEES ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB**

**JOB QUALIFICATIONS**

KNOWLEDGE, SKILLS AND ABILITY

- This role involves some ability to organize, plan ahead, and predict potential needs of the staff and issues with the vehicles. There may be differing goals by department. The candidate will be called upon to communicate well and balance various demands from various teams.
- Will need knowledge of various health care accreditation standards, Indian Health Service, and other guidelines.
- Culturally responsive to American Indian/Alaskan Native people and issues.
- Excellent verbal and written communication and problem-solving skills.
- Advanced interpersonal skills and positive attitude; ability to work with staff in a mutually respectful way to promote DIHFS ideals.
- A general understanding of health inequities and a desire to utilize outreach to meet patient needs.
- The ability to drive a large vehicle, reach pedals and maneuver in, out and around vehicles.
- The ability to perform small, incidental vehicle operations and maintenance common in an RV.

EDUCATION, LICENSURE OR CERTIFICATE

- Minimum of a bachelor's degree and three years in a health or health related field, or equivalent education/experience that can be verified.
- Preference given to those with education and/or experience in public health, hospital, or clinic administration, or specifically, urban Indian health care.

EXPERIENCE

- Experience in the use of computers and various computer programs
- Reliable personal vehicle, proof of Colorado liability insurance, and valid Colorado license within three months of employment

SCOPE OF AUTHORITY  
FINANCIAL AUTHORITY

None  
None

COMMUNICATION

Excellent interpersonal and communication skills

SUPERVISORY  
RESPONSIBILITY

None

WORKING  
CONDITIONS

**Typical Working Conditions:**

- Work must sometimes be performed in an environment wherein confidentiality of patients is required.
- At times will involve irregular hours, including weekends and evenings.
- Will involve vehicle operation in all seasons.
- Will include deadlines and establishing priorities.
- Will involve local and out of area travel, within the State of Colorado.
- Will include frequent contact with community members and local, state, and federal officials.
- Will involve communications across disciplines and teams, and with administration.

**Typical Physical Demands:**

- Prolonged periods of standing, stooping, bending, or stretching for files, supplies, and vehicle operations.
- Up to 25 pounds of lifting.
- Manual dexterity sufficient to operate a keyboard or agency machinery.
- Vision correctable to 20/20 and hearing in normal range for telephone calls (or can be supported to meet needs for telephone calls and driving).
- Interactions and walking and communicating across teams and administration.
- Sensitivity to interpersonal issues may be required.
- Operating company vehicles.

OTHER  
REQUIREMENTS

- Outreach coordination as needed.
- Ability to maintain confidentiality of any patient interaction or information.
- Other duties as assigned.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

APPROVALS			
Employee's Signature	_____	Date	_____
Employee's Manager	_____	Date	_____
Executive Director/Rep.	_____	Date	_____

*Denver Indian Health & Family Services is a private non-profit organization. DIHFS does not discriminate in employment based on race, color, creed religion, age, sex, national origin, physical handicap, marital status, or sexual preference. However, DIHFS does adhere, both philosophically and as required, to the Indian Preference Act, Title 25 CFR, Section 472.*

*Denver Indian Health & Family Services is a smoke-free, Drug/Alcohol-Free work environment.*

*As a precursor to employment, applicants must agree to a stringent background check, at DIHFS Board of Directors' discretion, as well as to verification of references and other information provided by applicants.*