

Champaign County Job Description

Job Title: Cultural and Linguistic Competence Coordinator

Department: Mental Health Board

Reports To: Executive Director

FLSA Status: Exempt

Prepared Date: August, 2017

SUMMARY Under the supervision of and in consultation with the Executive Director, this position provides guidance toward achieving and maintaining cultural and linguistic competence in policies, procedures, practices, and service delivery. The CLC Coordinator will serve in the lead role to facilitate cultural competence, organizational accountability, and cross-cultural practice.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following.

Evaluates provider contract compliance, with key performance indicators based on outcome measures defined in the contract program plans. Monitors all contracts to assure cultural and linguistic conformity and compliance with terms and delivery of service delineated in program plans.

Evaluates agency Cultural and linguistic Competence Plans required with applications for funding for mental health, substance use disorder, and intellectual and developmental disabilities services and programs; evaluates the CLCP progress reports required of funded organizations and partners with agencies on improved reporting and relevant training.

Develops process to implement recommendations to the Champaign County Mental health Board and Champaign County Developmental Disabilities board on agency readiness, acceptance, and compliance with Cultural and Linguistic Competence principles and practice.

Serves as lead staff and resource to CCMHB/CCDDB funded agencies and additional stakeholders in cultural and linguistic competence, organizational accountability, and cross-cultural change.

Serves as lead staff in the planning, promotion, and coordination of community awareness and education events. These may include trainings for funded agencies, board and staff members, and relevant stakeholders.

Researches best practices and cultivates relationships with organizations and stakeholders which will further the goals of increasing CLC awareness, reducing the stigma associated with disability and behavioral health disorders, and increasing community access. Develops and maintains traditional and social media for the purposes of information, outreach, and promotion.

Coordinates the work of cultural competence with the staff of CCMHB/CCDDB. Complex issue and policy matters are to be addressed in consultation with the Executive Director.

Coordinates and organizes community work groups to examine and address critical systematic disparities.

With substantial cross training in behavioral health and substance use disorders and intellectual and developmental disabilities, contributes to all areas of operation of the administrative team for each Board. Fluency in each area and in their interrelation will advance a local system of care which responds effectively to the needs of individuals with co-occurring disorders. This position supports cross-disability competencies among direct support staff, agency management team and boards, and community leaders and planners.

Promotes language access (translators, interpreters, and literacy) and identification of resources for all meetings, service delivery, agency activities, and outreach events sponsored by the Boards.

Responds to inquiries pertaining to CLC in mental health, substance use, and intellectual and/or developmental disability services.

Be familiar with applicable, current trainings and relevant resources such as “HHS Action Plan to Reduce Ethnic and racial disparities”; “National Standards for Culturally and Linguistic Appropriate Services in Health and Health Care: Blueprint for Advancing CLAS Policy and Practice”; and “Blueprint for Using Data to Reduce Disparities/Disproportionalities Human Services and Behavior healthcare”.

Collaborates as part of the management team by: participating in grant applications and other special projects as required by the Boards; representing the Boards in professional networks, councils, and other collaborative bodies related to the local system of care; developing community needs assessment projects with primary focus on Cultural and Linguistic Competence; developing annual allocation criteria and funding priorities for each of the Boards; providing technical assistance to applicant organizations and agency users, as required; and, with special emphasis on cultural and linguistic competence, contributing to the analysis of applications for funding, to annual reports and three year plans as required by statute for the CCMHB, and to performance and other reports as requested for the CCDDDB.

Other duties as assigned by the Executive Director and appropriate to the position.

CONTEXT The Mental Health Board and the Developmental Disabilities Board have statutory responsibilities to plan, fund, monitor, and evaluate the local system of care for mental health, substance abuse, intellectual disabilities and developmental disabilities services and programs in Champaign County. A key component of this position is to assure that planning between the Boards is integrated and that the needs of overlapping populations are addressed in a culturally and linguistically appropriate manner, to maximize access to services.

STRENGTHS, NEEDS, and CULTURE Ensure that family/youth culture and voice are included and reflected in all levels of the system of care. Offer support/encouragement/respect to parents/caregivers/stakeholders. If needed, listen to, advise, and support families and individuals to identify natural supports. Interact effectively with staff, stakeholders, providers,

individuals of all ages, and families in a compassionate, accepting, non-judgmental, culturally responsive, trauma-informed, and ethical manner.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE Bachelor's degree in human services and at least 5 years relevant cultural and linguistic competence experience, community-based behavioral health or related experience, such as diversity trainer or multicultural coordinator. Must possess at least three (3) years of human service experience including knowledge of community resources, system of care, and the service delivery network of Champaign County.

LANGUAGE SKILLS Ability to read, analyze and interpret contract proposals, professional journals, technical procedures or government regulations including administrative rules and policy documents. Ability to write reports, business correspondence, memoranda, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, direct service staff, and the general public. Must be open, able to communicate with others and demonstrate the capacity to listen deeply, have empathy, flexibility, reliability, dependability, positivity, organizational, and time management skills.

REASONING ABILITY Ability to define problems, collect data, establish facts, and draft valid conclusions. Ability to interpret an extensive variety of technical instructions in written and diagrammatic form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS As required.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to move; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk; or hear. The employee is also required to stand occasionally. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required for this job include close vision, distance vision, and the ability to adjust focus. The employee is required to perform off-site duties through the use of a personal vehicle.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions. The noise level in the work environment is usually quiet.