

Position Title:	HEALTH LITERACY PROGRAM ASSOCIATE	
Responsible To:	Health Literacy Program Manager	FLSA Status: Non-Exempt
Center:	Central	
Responsible For:	Program support for CHN's health literacy initiative including material development, training coordination, and administrative assistance for all program activities.	

POSITION SUMMARY:

Responsible for providing program support for CHN's agency-wide health literacy initiative. Responsible for the design/development of new patient materials. Provides administrative assistance and coordination of all internal and external activities under the health literacy initiative. Assists the Health Literacy Program Manager in carrying out the duties of CHN's health literacy initiative.

DUTIES AND RESPONSIBILITIES:

Essential Functions:

1. Reviews and revises existing patient materials to meet CHN's health literacy guidelines. Patient materials include but are not limited to patient education documents, patient letters, flyers, and consent forms.
2. Develops new patient materials for use by all departments. Assists in the implementation and distribution of materials through electronic health record.
3. Assists with the coordination and facilitation of health literacy trainings, including but not limited to new hire training, specialized staff training, CHN's Health Literacy Training Institute workshops, and external trainings.
4. Maintains records of CHN's approved materials list, staff training log, meeting minutes, and reports for the health literacy initiative.
5. Manages CHN's health literacy blog.
6. Manages translation process for all necessary materials.
7. Assists in quality improvement, performance projects, and evaluation projects.
8. Coordinates quarterly Educational Materials Advisory Committee meetings.
9. Attends and participates in appropriate training/informational sessions.
10. Attends community meetings as a representative of CHN as assigned by the Health Literacy Program Manager or Director of Health and Community Education.
11. Other duties as assigned.

CERTIFICATE/LICENSE REQUIRED:

- B.A. or B.S. in applicable field such as public health, nursing, communications, or marketing.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Demonstrated ability in material development. Experience developing health communication materials preferred.
- Health care experience.

- Knowledge of health literacy.
- Bilingual/Spanish (verbal and written) preferred.
- Strong verbal and written communication skills.
- Demonstrated ability to coordinate and manage multiple projects.
- Demonstrated ability to maintain and organize data.
- Strong verbal and written communication skills.
- Strong training/facilitation skills.
- Willingness to travel in and beyond NYC.
- Interest in and conviction of purpose and aims for all programs at CHN.
- Respect for the rights of individuals to make their own decisions about health care.

PHYSICAL DEMANDS/WORKING CONDITIONS:

1. Ability to stand, walk or sit for an extended period of time.
2. Ability to hear within normal range
3. Ability to see within normal range
4. Finger and hand dexterity to manipulate objects
5. Ability to deal with agitated clients
6. Extended periods of time at a computer
7. Noise level is moderate
8. Possible exposure to clients with infectious diseases

The physical requirements described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made, whenever possible, to enable individuals with disabilities to perform the essential functions.

ADMINISTRATIVE APPROVALS:

Employee Signature	Print Name Date
Supervisor Signature	Print Name Date