Job Description

Job Title: Helpline Center Network of Care Coordinator
Responsible to: Care Coordination Program Director
Location: Sioux Falls
Responsibilities: The Helpline Center Network of Care Coordinator is responsible for implementing and coordinating the Helpline Center Network of Care program in Sioux Falls. The Helpline Center Network of Care (HCNC) is a collaborative effort among community organizations to build a coordinated social service system. The Helpline Center Network of Care Coordinator will be passionate in building a community-wide system to address social service needs. The successful applicant will have a track record that demonstrates their talents at engaging partners to ultimately become part of a solution through group facilitation and individual conversations. This position would be ideal for a versatile and dedicated professional who is effective in both relationship-building and technology to create conditions for successful systems change.

Job Requirements:
- Bachelor's Degree with three years related experience and/or training; or equivalent combination of education and experience required.
- Some travel may be required
- Project management experience desired
- Strong public speaking and communication skills
- Ability to influence others and move toward a common vision or goal
- Strong strategic awareness and innovative thinking skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively trouble shoot complex issues
- High level of comfort with technology
- High level of comfort with data management
- Proficient in Microsoft office programs with an emphasis in excel
- Offers of employment contingent upon acceptable background check

Personal Qualifications:
- Enthusiastic, teamwork oriented attitude
- Ability to learn, operate and teach software programs
- Ability to establish and maintain effective working relationships with partner agencies
- Possess excellent listening, organizational, written and verbal communication skills
- Outgoing and comfortable with people

A. Implement the HCNC Program
1. Provide strategy, planning, and implementation of a coordinated social service system in the community.
2. Build and maintain relationships with partner agencies.
3. Communicate with senior leadership at the Helpline Center and other key stakeholders to design the system.
4. Provide training and support to partner agencies on correct software usage and data collection.
5. Develop, update, and get internal approval of policies and procedures for HCNC
6. Enforce and monitor policies and procedures for HCNC.
7. Provide monthly program status updates on success and challenges.

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8. Serve as a point of contact for data entry for the coordinated system. Provide data entry as necessary for the project.
9. Work with community stakeholders to understand how HCNC can better serve communities.
10. Convene HCNC partners to build relationships and strengthen the network.
11. Create newsletters and update emails and other communications for HCNC partners and community stakeholders

B. Provide technical support for the HCNC program
1. Consistently support system administrator tasks to ensure data quality, removal of duplicates, and overall system functionality.
2. Design, develop, and run monthly reports and data dashboards from the software system both in current HCNC applications and in Tableau.
3. Design, develop, and coordinate with vendors and experts as needed to create data integrations for HCNC.
4. Utilize Azure and other data warehousing components to grow the data hub capacity of HCNC.
5. Integrate additional data sources into HCNC through imports and other methods to grow the types and quality of data and partnerships supported in the data hub.
6. Maintain, support, and configure software platforms to meet system and partner needs.
7. Design, develop, and support new software tools as part of the HCNC ecosystem and data hub.

C. Professionalism
1. Consistently support system administrator tasks to ensure data quality, removal of duplicates, and overall system functionality.
2. Design, develop, and run monthly reports and data dashboards from the software system both in current HCNC applications and in Tableau.
3. Design, develop, and coordinate with vendors and experts as needed to create data integrations for HCNC.
4. Utilize Azure and other data warehousing components to grow the data hub capacity of HCNC.
5. Integrate additional data sources into HCNC through imports and other methods to grow the types and quality of data and partnerships supported in the data hub.
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7. Design, develop, and support new software tools as part of the HCNC ecosystem and data hub.

D. Additional Duties
1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Hourly FT position. Office hours, 8 a.m.-5 p.m. or as required.

Employee   Date

_____   _____

Supervisor   Date

_____   _____

Date: May 2025