



Community Health Centers of Arkansas, Inc.  
Arkansas Primary Care Association

*"To equip, unify, and advocate for an innovative network  
that provides exceptional health care to all."*

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**POSITION:** Workforce Education Coordinator

**GENERAL JOB DESCRIPTION:** The Workforce Education Coordinator (WEC) is a member of the Community Health Centers of Arkansas, Inc.'s (CHCA) staff. The WEC is responsible for supporting Arkansas' Community Health Center Organizations (CHCs) by assisting with the development and implementation of Training and Technical Assistance (T/TA) programs and services that align with CHCA's current grants and initiatives to address CHCs needs. This position will be a key leader in supporting CHCs in their ongoing creation, refinement, and execution of comprehensive workforce plans. The WEC will coordinate providing T/TA to assist CHCs in developing best practices in recruiting and retaining staff, using data to support workforce decisions, building career ladders within their organizations, and other supportive workforce-building support measures.

The position is also charged with increasing the percentage of Federally Qualified Health Centers (referred to herein as CHCs) at full readiness to engage in health professionals training programs and T/TA support for existing Health Professions Education and Training (HP-ET) programs. The WEC will help implement the CHCA Workforce Roadmap and support CHCs with ongoing Partnership opportunities to support their workforce growth.

This position will provide, facilitate, monitor, evaluate, and document training and technical assistance, resource development, program implementation, required data/information documentation, and reporting related to workforce development activities as required.

This position supports the required T/TA activities that are part of the US Department of Health and Human Services (DHSS), Health Resources Services Administration (HRSA), and HP-ET Initiatives. The HP-ET Initiative will leverage T/TA to enhance CHCs capabilities to recruit, develop, and retain their workforce by exposing health and allied health professions students, trainees, and residents to education and training programs at CHCs.

The Workforce Coordinator will display sound judgment, relate well to the public and staff, have a professional demeanor, and prioritize customer satisfaction. The successful candidate must be self-motivated with strong interpersonal skills, exceptional organizational and communication skills. Occasional travel within the State and to conferences throughout the United States may be required.

CHCA requires all staff members to work collaboratively and independently.



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CHCA is a non-profit organization established in 1985 to expand access to affordable quality care in Arkansas and create a unified voice for CHCs and their patients. CHCA further supports its member CHCs through training, technical assistance, and education.

**SUPERVISED BY:** Chief Operations Officer

**SUPERVISORY RESPONSIBILITIES:**

- None

**RESPONSIBILITIES (include but are not limited to):**

- Provide targeted T/TA to CHCs. This may include:
  - Developing workforce action plans to advance the HP-ET initiative;
  - Assisting health centers in identifying potential barriers that may prevent them from advancing the HP-ET by the end of the project period;
  - Providing an analysis of key factors to identify overarching patterns and structural and/or system-level barriers preventing health centers from progressing through readiness levels;
  - Identifying and providing T/TA to address identified barriers.
- Ensure accuracy and timeliness of required monthly, quarterly and yearly reports submitted by participating CHCs.
- Increase health center workforce implementation capacity, including new and strengthened partnerships.
- Provide T/TA through small and large group discussions (e.g., training sessions, learning collaboratives, webinars) on developing and strengthening academic-community partnerships to support HP-ET across all disciplines and education levels.
- Maintain records of attendance for all T/TA along with speaker surveys and impact surveys for grant reporting purposes.
- Facilitate relationships with key stakeholders (e.g., federal, state, local and national organizations) to implement, advance, and sustain the HP-ET Initiative.
- Establish strategic partnerships between community colleges, four-year colleges, and universities, including Historically Black Colleges and Universities (HBCU) and Hispanic Serving Institutions (HSIs) to recruit and retain students from rural and underserved communities who have a strong desire to pursue a career working in a health center.
- Promote evidence-based models or promising practices that support the HP-ET Initiative goals.



- Demonstrate the sustainability and return on investment associated with health professions training programs.
- Work closely with the CHCA COO and CFO/HR Director to ensure the HP-ET and related T/TA activities complement and leverage the existing CHCA workforce activities.
- Facilitate the development of workforce salary surveys as directed by the COO and Chief Quality and Informatics Officer (CQIO).
- Perform other duties as assigned.

#### **QUALIFICATIONS**

##### Education/Experience:

- BS in Public Health, Public or Health Administration, Social Service, or other related field or at least 5 years' experience in project management, educational and program planning and development, and building partnerships.

#### **KNOWLEDGE/SKILLS/ABILITIES:**

- Knowledge and understanding of planning, implementing and evaluating programs.
- Experience in establishing partnerships and collaborations with various groups.
- Leadership experience and skills.
- Excellent planning/organization skills.
- Strong written and verbal communication skills.
- Computer proficiency (Word and PowerPoint).
- Public speaking and group facilitation skills.
- Training experience.
- Ability to work as a team member and work effectively with diverse people and experiences.
- Ability to travel and attend meetings as required, including occasional overnight stays and out-of-state meetings and presentations.
- Ability to work independently while assuring deliverables are timely and meet expected deadlines.
- Knowledge of and ability to adhere to grant expectations and reporting requirements.
- Ability to work independently as well as function as a team member with diverse people.

#### **BENEFITS:**

- CHCA offers company-paid health, dental, and life insurance.
- CHCA also offers paid annual, sick, and holiday leave.
- A retirement plan is provided with a company match.