



## **PARKINSON'S RESOURCES OF OREGON**

Position Title: Helpline and Outreach Coordinator  
Status: Full time (40 hours). Willing to consider .8 FTE  
Reports To: Program Manager  
Starting Salary: \$46,000-\$48,000 plus benefits

The Helpline and Outreach Coordinator role is a new staff position that builds upon our existing service portfolio and also extends capacity as we flex to meet needs that surfaced in response to the pandemic. The Helpline and Outreach Coordinator will cultivate referral relationships, connect people with Parkinson's (and family members) to appropriate resources, and extend PRO's network via targeted outreach and the development of a new peer mentor initiative. The Helpline and Outreach Coordinator will play a vital role in identifying and maintaining one-to-one connections and support among community partners, clients and volunteers.

The position requires someone who can transition from compassionate and reassuring to encouraging and motivational as the situation warrants. The successful candidate will be also be organized, curious and an eager learner who takes pride in service to others. Working directly with the Program Manager and as a member of our program services team, the incumbent will be expected to quickly develop positive and supportive working relationships with program and administrative staff.

The Helpline and Outreach Coordinator will represent PRO and our values when interacting with clients, community partners, medical professionals, and volunteers. A genuine interest in PRO's mission will manifest through professional and compassionate responses to the special needs of people living with Parkinson's disease.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Helpline: Information & Referral (50%)**

Each month PRO receives approximately 100 connections to our Helpline from individuals seeking, information, referrals and support. This position will be the primary point of contact for inbound and outbound Helpline services.

- Primary point of contact for Helpline requests – quickly building rapport and responding to needs
- Identify resources to create and maintain updated referral lists and material for internal use
- Maintain related client records for tracking and reporting purposes
- Follow up as necessary to ensure needs satisfied

Will be expected to quickly develop deep understanding of Parkinson's disease, provide compassionate encouragement and support, identify cases requiring social worker engagement, identify and utilize community resources, assist clients with problem solving, provide guidance and insight to navigating the healthcare system.

#### **Peer Volunteer Initiative (30%)**

The Helpline and Outreach coordinator will design, implement, and manage a new Peer to Peer volunteer program leveraging the lived experience of constituent volunteers to welcome and engage with new clients and be a source of ongoing connection for vulnerable others.

- Conceptualize and design parameters of new volunteer initiative including work flow, recruitment, training, and reporting protocols.
- Recruit, train, and supervise peer mentor volunteers
- Maintain relationships with ongoing volunteers
- Document records and report outcomes.

Will be expected to build strong relationships with volunteers to facilitate positive connections. Will need to convey and uphold best practices and PRO values and create a positive and welcoming volunteer experience.

## **Community Outreach (20%)**

The Helpline and Outreach Coordinator will lead the effort to increase awareness and visibility of PRO services via health fairs, wellness events and networking with likely referral sources

- Coordinate logistics for outreach events including patient education, health fair and wellness events within the community.
- Nurture community partner relationships with involvement in activities and events
- Promote engagement and participation in PRO services

Will be expected to proactively identify and pursue exhibit opportunities, positively interact with members of the community at large, and be comfortable with public speaking.

### **Qualifications:**

The ideal candidate will have a Bachelor's degree and 1-3 years of relevant work experience. Additional relevant experience may be considered in lieu of formal education. (I.e. work in human services, counseling/mental health, public health, senior services, health literacy, or volunteer management.)

Additional traits valued for this position:

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| ▪ Organized                                | ▪ Able to multi task & juggle priorities  |
| ▪ Attentive to details                     | ▪ Sensitive to the needs of a team  |
| ▪ Takes pride in work                      | ▪ Self starter  |
| ▪ Demonstrates Resourcefulness             | ▪ Bilingual   |
| ▪ Consistently meets deadlines             | ▪ Proficient in all things Microsoft (outlook, one drive, shared drive, teams, word, excel, powerpoint) |
| ▪ Strong written and verbal communications |   |
| ▪ Curious and eager to learn               |   |

## **WORK ENVIRONMENT**

This position is based in our Beaverton location with occasional weekend or evening work. Work is generally performed in an open office work setting with long periods of sitting. Some local travel will be required using own transportation. After 6 months of regular employment, a modified flex schedule may be considered. All candidates must be able to provide documentation of positive COVID-19 vaccination status prior to employment.

These core responsibilities are meant as a general guideline and do not preclude new or additional responsibilities or assignments. In no way should this listing be considered an exhaustive description of the actions and tasks necessary or required for success in achieving annual targets and goals. Certain functions not explicitly stated above are understood to be essential to this position, and the incumbent may be called upon to assist with additional tasks as needs and shifting priorities may dictate.

## **PARKINSON'S RESOURCES OF OREGON**

Parkinson's Resources of Oregon (PRO) extends help and hope to thousands of families in the Northwest. Our staff and volunteers provide services such as support groups, case management, classes to enhance daily living, education programs, lending library, newsletter, helpline and advocacy efforts. Our mission is to empower individuals to meet the challenges of living with Parkinson's disease through information, education, personal support, and advocacy for a cure.

*PRO is committed to diversity, equity and inclusion in the workplace and provides consideration for volunteer and employment relationships without regard to race, color, religion, sex, sexual orientation, gender expression, gender identity, genetic predisposition, national origin, ethnicity, disability, veteran status, or any other characteristic protected by federal, state or local law.*