

**General Job Statement:**

The Tipping Points Health Coach will actively work to recruit and consent study participants for a large health services research project. You will work closely with study participants in setting healthy lifestyle goals, behavioral contracts, and engage in collaborative problem solving with community health center patients. This project is a collaboration between AllianceChicago, the Clinical Directors Network, and Weill-Cornell Medicine, and you will work with these entities along with others in this role. This is a 28-hour per week position with pro-rated benefits. The work location will vary based on the health centers you are assigned to, but will be in Brooklyn, Queens, or Manhattan.

Requirements:

- High school degree or greater
- Background check and fingerprinting
- Strong communication, organizational, and PC skills
- Experience working with vulnerable populations, including ethnic and racial minority communities
- Ability to attend in-person and virtual trainings
- Knowledge in Motivational Interviewing techniques
- Bilingual and Bicultural (Spanish-Speaking required)
- Ability to complete Human Subjects Research training

Key Responsibilities:

- Identify and screen eligible patients for participation in project from local community health centers
- Establish rapport with patients, obtain consent and complete enrollment survey (Spanish and/or English) via an in-person or over the phone interview
- Complete subsequent weekly follow-ups for 12 weeks via phone
- Provide additional support to enrolled patients following the 12-week period, as needed
- Conduct qualitative assessments with participants outside of primary location, as requested
- Facilitate goal setting for self-management using motivational interviewing and other techniques, as trained
- Share self-management plans with the patient's primary care clinician (PCC)
- Maintain continual documentation of activities, action plans, and results while adhering to the policies and procedures in the approved protocol
- Coach patients in effective self-management and problem solving
- Collect data and complete relevant data entry
- Report red flags and other relevant information to the appropriate individuals (PCC, Institutional Review Board, etc.) via adverse event reports
- Participate in weekly calls with Weill-Cornell specialist for intervention fidelity
- Work collaboratively and effectively within a diverse team
- Build and maintain positive working relationships with the patients, providers, and practice staff; ensure engagement at all levels
- Continuously expand knowledge and understanding of community resources, services and programs provided
- Other duties as assigned



Essential Qualities of a Health Coach-Interventionist

- Have an existing relationship with community being served
- A strong desire to help the community
- Empathy
- Persistence
- Creativity and resourcefulness
- Personal strength and courage
- Respectfulness for those being served and the community
- Team player
- Ability to manage multiple competing priorities

To apply, send the following to TP@cdnetwork.org:

1) Cover letter with salary requirements

2) Resume

3) Contact information for at least 2 personal references

Organization Overview: Information about Tipping Points

Preventing Tipping Points in High Comorbidity Patients: A Lifeline from Health Coaches is a research study focusing on two primary patient-centered clinical outcomes to reduce unplanned hospitalizations, emergency department visits, and reduce disability among individuals with multiple chronic conditions.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: Tipping Points believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. Tipping Points will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel as qualified.