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REACH OUT AND READ CONNECTICUT AND MASSACHUSETTS

Suffolk County Regional Programs Coordinator

Position Summary

The Suffolk County Regional Programs Coordinator; ensures that high-quality Reach Out and Read programs are delivered to children and families, develops a stronger Reach Out and Read network, and makes inroads to ensure the long-term sustainability of Reach Out and Read in their assigned region. This is a highly relational job, both within a tight-knit virtual team, and when working directly to support our medical and clinic partners. It requires a commitment to equity combined with the ability to influence without direct authority and diagnose systems challenges, while respecting and supporting clinic and family cultures. By establishing collaborative relationships with medical providers and staff at multiple program sites and providing professional development services and technical assistance, the Regional Programs Coordinator provides the support programs need to adhere to Reach Out and Read best practices. The Regional Programs Coordinator has frequent contact with their assigned programs through in-person visits and through phone/email and develops champions for the Reach Out and Read program among medical providers and staff.

The Suffolk County Regional Programs Coordinator serves as a member of the Connecticut and Massachusetts Regional team. While most team work is accomplished virtually, the Regional Programs Coordinator will have a strong connection to other team members and a commitment to common processes and goals tied to the team's collective success. This individual also acts as liaison to the Reach Out and Read National Center, especially in support of public relations/communications and federal and state funding initiatives that National Center senior staff cultivate to support Reach Out and Read programs in the Connecticut and Massachusetts Region.

Reports to: Regional Program Director, Connecticut and Massachusetts

Supervises: NA

Job Location: The Suffolk County Regional Programs Coordinator will work from a home-based office and primarily serve clinical locations in Suffolk County. Applicants residing in local area are preferred.

Starting Salary Range: Commensurate with qualifications and experience

Essential Responsibilities/Duties:

The primary functions of this position consist of the following:



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1. Technical Assistance and Professional Development Support:

- Develop relationships with clinical and administrative staff to assess quality, deliver support, and identify additional needs through site visits, and frequent email and phone contact.
- Assess programs' adherence to the Reach Out and Read program model and assign quality ratings.
- Create and implement technical assistance plans to support programs' efforts to reach a higher level of program quality as needed.
- Support programs' implementation of program quality improvement processes, monitor progress, and reassess, in partnership with the programs.
- Conduct in-person site visits with programs in assigned region with a frequency appropriate for sites' identified needs and quality rating.
- Ensure all programs have training processes in place for their medical providers and site coordinators, so that existing and new providers and coordinators can provide a high-quality program.
- Guide new programs through the process of applying, training medical providers, and implementing Reach Out and Read.
- Collaborate with the Regional Executive Director, Regional Program Director and other Programs Coordinators to discuss best practices to support and enhance program quality, to strategize effective implementation, and to implement best practices within the Reach Out and Read team.
- Contribute articles, information and ideas to the quarterly Reach Out and Read Connecticut and Massachusetts Region newsletter. Compile and write newsletter, as needed.

2. Program Quality, Data and Reporting:

- Assure programs' completion of twice-yearly progress report.
- Review progress report data for assigned programs and use it to inform technical assistance plans and quality ratings for each program.
- Continually track and document quantitative and qualitative program data using established tools and databases.
- Assure programs' completion of twice-yearly parent surveys (Where applicable)
- Review parental survey data and key metrics. Work with sites to address any areas that need improvement. (Where applicable)
- Support sites in establishing literacy rich waiting room environments, obtaining new and gently used books including occasionally moving, storing and delivering books and referring adults with low-literacy skills to appropriate support programs, as needed. Support and/or coordinate periodic meetings or conference calls with regional Reach Out and Read Program Coordinators and Medical Consultants to discuss Reach Out and Read best practices.



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3. Book Support and Funding

- Provide support for efficient tracking processes to support accurate data collection and reporting.
- Assist sites with identifying local sources or funding and/or donations to augment the books/funding received yearly from Reach Out and Read, as needed.
- Assist Reach Out and Read leadership with program-related fund development and advocacy as requested.

4. Other

- Regular travel to sites within region, occasional travel to sites outside assigned region as requested. Availability to attend one region wide team meetings per year is required.
- May be assigned other administrative or programmatic duties to support the overall success of Reach Out and Read Connecticut and Massachusetts Region.
- Assist with and attend special events/workshops held within the region, including conferences and legislative site visits.
- As funding allows, active recruitment at health centers, clinics and private practices to inform them on how to apply for and receive startup funding and training to become a Reach Out and Read program, with the goal of making Reach Out and Read universal in clinical settings serving the region's youngest children, especially those living in poverty.
- Develop and maintain relationships with, and collaborate with other early education and care organizations in the region on issues of literacy. Attend periodic networking meetings, share Reach Out and Read materials and help to organize training and professional development opportunities.

(The above statements in this job description are intended to depict the general nature and level of work assigned to the employee(s) in this job. The above is not intended to represent an exhaustive list of accountable duties and responsibilities required).

Position Requirements:

Education: Bachelor's degree; Master's preferred

Certificates, Licenses, Registrations Required: Valid Driver's License

Experience: Background in, or familiarity with, early childhood development, pediatric medicine, or family literacy is helpful; as is experience working in or with community health centers and/or physicians.

Required Qualifications:

- Experience providing technical assistance and/or implementing professional development programs.
- Experience cultivating volunteers, advocates, potential donors and/or champions.
- Excellent customer service skills with a desire to solve problems and work with doctors, nurses and medical practices.



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- Self-motivated, independent worker who functions effectively in a “virtual” work environment, while being an enthusiastic, collaborative team member.
- Demonstrated ability to take both initiative and direction, maintaining a focus on mission and collective team impact.
- Strong interpersonal communications abilities and small-group platform speaking skills, including networking and/or outreach experience.
- Excellent verbal and written communications skills.
- Ability to prioritize multiple tasks, meet deadlines, and adapt flexibly within a growing organization, and a changing healthcare and political environment.
- Ability to effectively use electronic communications systems as primary work processes, including database systems, internet use, social networking and MS Word, Excel, and PowerPoint.
- Ability and willingness to lift and move boxes of books
- Driver’s license and dependable vehicle for frequent in-state travel.
- Additional desirable qualifications (not required)
- Experience with medical practice change efforts and quality improvement processes.
- Education and/or experience within the fields of health care, early education, literacy, parenting support or related fields.
- Experience working with diverse populations and low-income communities in urban and rural environments.

To Apply:

Please email your resume and cover letter to Meghan.Blomberg@reachoutandread.org