JOB DESCRIPTION

POSITION: TELEHEALTH AMBASSADOR

SUPERVISOR: HEALTH DIRECTOR

EMPLOYMENT: ONE TEMPORARY FULL-TIME LEAD/40 HOURS PER WEEK
ONE TEMPORARY PART-TIME STAFF/20 HOURS WEEK

SALARY RANGE: LEAD POSITION $17.00 PER HOUR
STAFF POSITION $16.00 PER HOUR

TEMPORARY CDC GRANT FUNDED POSITION NOT ANTICIPATED TO LAST LONGER THAN FIVE MONTHS

NATURE OF WORK: The Telehealth Ambassadors are responsible for promoting the telehealth program throughout the community, educating members on services available and how to access care, conducting a reservation-wide broadband survey and providing technical assistance and training to ensure that everyone has access to the care the program offers.

REPRESENTATIVE JOB DUTIES:

1. Promote the program through community outreach and education including serving as the COVID-19 Greeter in the Clinic, conducting the screening while sharing telehealth program information.

2. Provide community members with assistance accessing, and utilizing the program by: downloading apps and/or software to communication devices, demonstrating how to use communication devices to access the program; assisting with connectivity; and similar. Assistance to be provide via phone or in-person both in the clinic/Health Departments as well as other tribal facilities and member’s residents.

3. Conduct a reservation-wide broadband survey that includes facilities and residences. Assist with data analysis and broadband project planning as requested.

4. Other duties as assigned

REQUIRED EDUCATION, KNOWLEDGE/ABILITIES and EXPERIENCE:

1. Minimum high school diploma or GED (required)

2. LEAD POSITION: in addition to the requirements listed above applicants for the LEAD position must have a minimum of two-years experience in a lead or supervisory position (required)

3. Computer/communication device literacy with the desire and ability to learn unfamiliar technologies quickly as well as demonstrated familiarity with Microsoft Office, ZOOM, Google Meets and similar (required)

4. Minimum two years of customer service and or marketing experience (required)

5. Excellent communication skills (required)
6. Ability to demonstrate, train, educate and troubleshoot individuals using computers, iPads and/or communication devices as well as troubleshooting user issues via the phone and/or in-person (required)
7. Experience collecting and reporting data (required)
8. Patient, dependable, detail-oriented with an out-going and engaging personality (required)
9. Able to follow written and verbal instructions including policies and procedures (required)
10. Able to complete forms and other documents as required by the program and funding source (required)
11. Able to work in a team environment and be able to work varied hours when necessary to accomplish the goals of the program and/or department (required)
12. Candidate must have a valid driver’s license and be eligible for the Tribe’s automobile insurance.
13. Must be able to work in a team environment.
14. The selected candidate must successfully complete a pre-employment drug screen test, and a complete background investigation, including relevant criminal history, prior to employment.

This position is at will and does not create a contractual relationship between the tribe and the employee.

**BEHAVIOR STANDARDS:** A team player who assists in the achievement of annual objectives while being respectful, courteous, and friendly to customers, other Tribal employees, and Tribal leaders. The employee must remain effective in communications with customers and other Tribal employees while maintaining honesty and ethical behavior. The employee is expected to positively represent the Tribe while maintaining the trust in which Skokomish residents have placed in each of us

**CONFIDENTIALITY:** The employee will be required to sign a confidentiality agreement. Violation of this agreement can result in immediate dismissal.

**DRUG-FREE WORKPLACE POLICY:** The Skokomish Tribe is committed to providing a drug-free workplace for its employees, volunteers and the community it serves. By Skokomish Tribal policy, this position requires pre-employment drug testing.

**PREFERENCE:** The Skokomish Tribe’s Indian Preference Policy applies to this position. First preference will be given to qualified, enrolled Skokomish tribal members. Second preference will be given to qualified Native American applicants who provide proof of enrollment in a federally recognized tribe. Applicants not entitled to, or who fail to claim Indian Preference, will receive consideration without regard to ethnic/national origin, marital status, sexual orientation, religion, disability status, or membership in the tribal organization.

**APPLICATION INSTRUCTIONS**
1. Application filled in completely (Do not write see resume)
2. Cover letter identify why you feel you are qualified for this position
3. Current resume and three work related references

**JOB DESCRIPTION APPROVAL:**

CEO: ____________________________ Date: ______________

Employee: ________________________ Date: ______________