



Title: Program Health Data Specialist  
Program: Cultural-Based Access Navigation Support (CBANS) Program  
FTE: Regular, Full-Time, Non-Exempt  
Benefits: Full Benefits: Medical, Dental, Vision, 401k retirement with 100% matching up to 3% and more  
Report to: Program Director  
Location: 4879 E Kings Canyon Road, Fresno, CA 93727

### **1.AGENCY:**

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

### **2. THE PROGRAM:**

**The Cultural-Based Access Navigation Support (CBANS)** program provides timely access to services to culturally unserved/underserved individuals in accordance to Prevention/Early Intervention regulations. Program strategies may include evidence-based training for mental illness symptom recognition, recognition of mental health crises, stigma reduction, information regarding mental health services, and subsequent improvement of individual’s knowledge of mental health and availability of services designed to meet their psychological and emotional needs. These services will be provided in addition to, and not instead of, referrals to behavioral health services. CBANS’ staff shall provide peer/family and educational services to the community in order to provide a personal contact or liaison to mental health resources and programs within the community so that individuals can have support from knowledgeable persons assisting them in navigating and accessing the behavioral health system in a timely manner.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

### **3. POSITION SUMMARY:**

Under the direct supervision of the Program Director, the Program Data Specialist is responsible for maintaining electronic and physical records of data. The Program Data Specialist will accurately record, report, and process data as needed. The Data Specialist will assist in the planning, development, and implementation of data measures as well as in the testing, analysis, and validation of data and software systems for the CBANS Program.

#### **4. JOB DUTIES AND RESPONSIBILITIES:**

- Serves as the point person for data-related tasks on an assigned project.
- Conduct audits in accordance with program policy to ensure compliance with state, federal and program requirements; Advise staff on data related policies, procedures, regulations, concerns and issues
- Maintain database and systems to track performance and findings.
- Ability to translate data findings into graphical aides.
- Assist Program Director to develop, implement, and measure success of training materials.
- Respond to requests for information from auditors, other agency departments or funding sources.
- Establish and maintain strong, collaborative relationships to achieve goals.
- Manages the development of program data and ensures that established schedules and budgets are met.
- Assist in the research and resolution of software issues, including updates
- Provides peer support services to CBANS individuals and/or family members.
- Assists individuals to develop self-advocacy, communication, and empowerment skills.
- Conducts culturally appropriate outreach to individuals or family members and the community, and acts as a liaison between individuals, family members and services providers.
- Actively mitigates barriers to care and provides navigation and linkage to services.
- Performs other related duties as assigned.

#### **5. MINIMUM QUALIFICATIONS:**

- Successful completion of Live Scan/fingerprinting (upon hire if required by program)
- Valid Driver's License
- 18 years of age or older
- At least two years of data specialist work experience in a program related field.
- Demonstrate ability to assess priorities and operate in a flexible manner.
- Excellent analytical, organizational, and time management skills.
- Utilizes independent judgment.
- Demonstrated ability to work appropriately with confidential information.
- Ability to work in a team and meet performance deadlines in a dynamic environment.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite or related software.
- Strong interpersonal skills and ability to work extremely well as part of a team.
- Ability to evaluate cost of a program and compare it to the benefits for the organization.
- Excellent persuasion skills.
- Ability to work well under pressure and manage sensitive or controversial subjects with tact, kindness, and professionalism.
- Experience working in a multi-cultural, multi-generational environment
- Must be willing to work some evenings and/or Saturdays

#### **6. PERSONAL QUALITIES:**

- Commitment to the mission and values of the agency
- Strong leadership skills,
- Ability to inspire others,
- Ability to maintain motivation to achieve goals while dealing with challenges
- Committed to community building and development

## **7. BENEFITS:**

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 13 paid holidays per year)

**CLOSING DATE: Open until filled – *Position is contingent upon funding.***

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Assistant Social Worker and email them to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.