



## Wyoming 2-1-1

# Community Engagement Manager, Community Information Exchange

**Position Title:** Community Engagement Manager, Community Information Exchange (CIE)  
**Reports to:** Executive Director, Wyoming 2-1-1  
**Location:** Cheyenne, Wyoming  
**Employment Status:** Full-Time, Exempt This is an At-Will Position  
**Salary and Benefits:** Competitive salary with health and dental insurance paid by the employer. customary holidays and paid time off provided.

### About Wyoming 2-1-1

---

Wyoming 2-1-1 is a part of a nationwide network of call centers that provide information and referral (I&R) services to Wyoming residents. 2-1-1 is a free, confidential referral and information helpline and website that connects people from all communities and of all ages to the essential health and human services they need. Available information includes basic human services, physical and mental health resources, employment support services, educational opportunities, programs for children, youth and families, support for veterans, seniors and persons with disabilities, and support for community crisis and disaster recovery.

The 2-1-1 system has an important role to play in addressing social needs in communities as well as being a contributor to helping improve population health. As such, Wyoming 2-1-1, in collaboration with Cheyenne Regional Medical Center and other community partners, recognized the importance of developing a system that brings together community-based organizations, health care professionals, and other stakeholders to develop a community care plan to further improve population health. The envisioned system is called a Community Information Exchange (CIE) which is an ecosystem comprised of multidisciplinary network partners that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. Care planning tools enable partners to integrate data from multiple sources and make bi-directional referrals to create a shared longitudinal record. By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care.

### Position Summary

---

This position reports to the Executive Director (ED) and participates as a member of the agency leadership team. The Community Engagement Manager (CEM) will support the ED with further Community Information Exchange (CIE) program development, best practice in program design, implementation and sustainability of the program. The CEM will assist with the implementation

phase of the CIE and help establish relationships, processes, and employing the strategic plan of the CIE.

Specific responsibilities include overall implementation of the Partner Engagement Plan; assistance with administrative activities, budget oversight, resource allocation, contract compliance and the overall performance of the CIE activities. The CEM is responsible for the implementation of the CIE partner engagement plan and will focus on building the partner network strategy of the CIE, deepening relationships among clinical and community providers, and facilitating effective working relationships that foster trust between partner agencies for the benefit of shared clients. This is a hands-on role contributing to the growth and maintenance of the CIE partner network, encouraging agencies to partner more deeply through participation in community care coordination technology systems in order to share client information, manage referrals and share client outcomes. The Community Engagement Manager will prioritize social justice and equity and be committed to creating forward progress in transforming the health of the population across Wyoming.

As a full-time Community Engagement Manager, this exciting position and your specific projects, tasks, and responsibilities will evolve over time. Daily responsibilities will include workplan management, development of new partnerships and agreements, data compilation and analysis, problem solving, development of communication materials, and program documentation. Flexibility and a commitment to continuous learning will be required of the successful candidate. A skill set based in public health, population health, community engagement, and program implementation will be vital to this work to improve the factors that affect health via multi- sector partnership activities.

## **Core Duties**

---

### **1. Build relationships with clinical and community-based organizations**

- a. Acts as the primary 211 liaison for collaborative groups and work groups, including integration and enhanced community coordination.
- b. Develops and sustains strong relationships with entities interested in participating in client data sharing and/or community care coordination. This may include, but is not limited to community meetings, presentations, and phone conversations to engage organizations and support the development of the CIE.
- c. Provides an overview and demonstration of the benefits of CIE participation and use.
- d. Support integration of consumer, community, and clinical voice in the implementation of the CIE
- e. Shares organizational use cases, tools and best practices that can be leveraged by various organizations implementing CIE into their own organization

### **2. Maintain technical support and reporting**

- a. Oversees data integration and technology needed for user-friendly CIE
- b. Provides guidance and structure for organizations leveraging the CIE, supporting shared ownership and use to better improve outcomes for community
- c. Supports template building and maintaining of standard operating procedures for CIE user and functionality management.
- d. Determine technical feasibility and compliance of workflow designs and data

- requests with vendors.
- e. Completes onsite trainings and follow-ups as requested for staff in partner agencies.
  - f. Determines key metrics and evaluation processes to measure success, integrate and use of data to continually improve outcomes.
  - g. Coordinate the collection of successful client stories, outcomes data and metrics for communications and presentations

### **3. Cultivate Sustainability**

- a. Work with CIE Steering Committee to identify partner needs to effectively participate in CIE
- b. Provide regular updates to CIE Steering Committee, WY 211 Board and key stakeholders on outreach and onboarding efforts.
- c. Participate in strategic planning process and development of program policies, objectives and budgets.

### **4. Align with community goals, values and initiatives**

- a. Coordinate with other transformation work, making sure implementation of the CIE is in alignment with other community activities and leverage those initiatives to advance collective goals
- b. Build effective working relationships with peers, leadership and partners
- c. Apply equity and inclusion principles to ensure that the CIE reflects the organization's values

## **Qualifications**

---

### Knowledge and Experience

- At least 5 years' experience working with clinical and/or community partners on programs that focus on the integration of services
- Demonstrate knowledge and experience in trauma informed, whole person care, and SDoH/SIOH principles
- Ability to work collaboratively in a team and manage multiple priorities, utilize effective time management skills, and exercise sound administrative and clinical judgment.
- Strong critical thinking skills
- Possesses strong interpersonal skills
- Strong communicator, both verbal and written, with the ability to build trust while mobilizing people to take action.
- Demonstrated ability to engage individuals representing different cultures and backgrounds
- Experience leading projects to completion with limited supervision
- Ability to operate effectively in a fast-paced, changing environment
- Experience implementing new initiatives and system transformation a plus
- Proficiency of Microsoft Office, Word, Excel and Power Point.