

SAMPLE

Cultural and Linguistic Competency Coordinator Job Description

Position Title:	Cultural and Linguistic Competency Coordinator
Supervisory Relationship:	Reports to the system of care Project Director.
Responsibility:	The responsibility for the infusion of cultural and linguistic competence belongs to all parties within the system of care. The Cultural and Linguistic Competence Coordinator has the authority and responsibility for assisting leadership, management, staff, families, youth, contractors and all other system partners in ensuring culturally and linguistically competent practices in all aspects of the system of care. The CLC Coordinator serves as a team leader and facilitates the organizational development process to accomplish these goals. As such, the CLC Coordinator serves in a key decision-making role within the system of care.

Knowledge, Skills and Abilities Required:

- Knowledge of cultural and linguistic competence principles and concepts
- Knowledge of organizational change principles and concepts
- Knowledge and expertise in systems of care and wraparound philosophy and practice, community based services and supports with an orientation to family-driven, youth guided and culturally relevant systems and services
- Bi/multilingual in language(s) spoken by community served (preferred)
- Demonstrated ability to work effectively with culturally diverse staff and populations
- Access, experiences and strong ties to the geographical and cultural communities of focus
- Ability to communicate accurately and effectively in written and verbal form
- Flexible, creative, assertive and able to work in a multiple task and multidisciplinary environment
- Bachelor's degree in human services related field preferred; or relevant cultural and linguistic competence experience

Time Commitment:

A full time position is highly recommended.

Prior Experience Required:

Three years experience with community-based behavioral health focused on children, adolescent and family services. Experience in promoting cultural and linguistic competence or related tasks such as diversity trainer or multicultural coordinator, etc.

Supervisory Relationship:

Works under the direct supervision of the Project Director.

Personal Qualities:

Strong commitment to improving child and family services and supports from a cultural perspective. Honors the contributions and strengths of all cultures. Ability to maintain composure in the midst of resistance and conflict.

Amount of Travel or Other Special Conditions Required:

Limited travel, mainly local, annual out of state meetings or conferences.

Duties and Responsibilities Include:

1. In conjunction with Project Director, the CLC Committee and the rest of the system of care team, provides leadership for the development, implementation and monitoring of the Cultural and Linguistic Competence Plan* as a component of the overall strategic planning for the SOC.

- Lead the development of the Cultural and Linguistic Competence Plan.
- Provide guidance towards achieving and maintaining cultural and linguistic competence in policies, procedures and service delivery.
- Coordinate cultural and linguistic competence needs assessment process for the system of care.
- Promote the inclusion of community representatives in the development of the plan and attend community meetings and incorporate feedback into the cultural competence plan.

2. Serve as a resource to the system of care on cultural and linguistic competence, organizational change and cross cultural practice.

- Provide guidance to system of care internal staff and its partners regarding effective strategies and supports to move towards achieving and maintaining cultural and linguistic competence in policies, procedures and service delivery.
- Provide consultation and/or technical assistance to colleagues and community stakeholders in the area of cultural and linguistic competence.
- Assist in the development and dissemination of culturally and linguistically appropriate literature and educational materials.
- Coordinate with key family lead, youth coordinator, communications/social marketer, evaluator, clinical director and other staff regarding the infusion of cultural and linguistic competence into each respective area.
- Link with CLC coordinators in other child serving organizations and SOC and state/local mental health entities

3. Provide staff support to a Cultural and Linguistic Competence Committee.

- Participate in resource mapping process to identify key stakeholder groups for representation on committee
- Lead recruitment of representative committee members, including youth and family members, community leaders and brokers, and agency partners.
- Liaison between CLC Committee and system of care team including governing body.

4. Serve as a bridge between system of care and cultural communities, resources, families and youth, providers, community agencies and other stakeholders.

- Develop connections and formal/informal agreements with racial, ethnic, cultural and other diverse groups in the community.
- Create mechanisms to receive cultural community input that informs the design and implementation of the system of care.

- Interact and participate in cultural and linguistic competence activities in the community.
- Develop education and outreach strategies and partner with cultural and community/neighborhood leaders and organizations to foster partnerships and coordination so that the cultural community is included in the development and implementation of the system of care.
- Ensure the inclusion of members of diverse population including members of ethnic/racial groups within the community in the planning and development of the system of care.

5. Advocate on behalf of cultural communities within the system of care and partner agencies

- Advocate for youth and families within the systems of care community and advocate for diversity of youth and family voice.
- Represent the needs, issues and challenges of the cultural community within the system of care and its management team.
- Advocate for culturally diverse families in the provision of culturally and linguistically competent services and supports provided by the system of care

6. Promote language access and identification of resources

- Promote the use of appropriate and competent behavioral health interpreters and translators.

7. Provide leadership to address the biases, prejudices, stereotypes and related “isms”

8. Assist the technical assistance coordinator to plan for appropriate trainings and serve as a trainer

- Assist in the development of a training plan and training performance standards to enhance the ability of staff to provide culturally and linguistically appropriate services.
- Develop and/or gather training materials and provide cultural and linguistic competence training to staff, community and other stakeholders.

9. Provide guidance on the development and implementation of strategies to promote internal accountability for the movement of the system of care on cultural and linguistic competence.

- In cooperation with supervisors, participate in performance evaluation of staff regarding progress in reaching cultural and linguistic competence performance goals.
- Assist in the creation and on-going promotion of CLC-related standards for practice and work performance of clinical staff, administrative personnel, interpreters and translators.

10. Other duties as assigned by the Project Director

Salary:

Salary is commensurate with the level of knowledge, skill and responsibility involved.

*The planning process will include demographic analysis; cultural and linguistic competence assessment at organizational and practitioner levels; establishment of appropriate organizational values, mission, policies and structures; budgets/allocation of fiscal

resources; composition of workforce, board membership, family and youth organizations, provider network, etc.; position descriptions and performance measures; professional and personal development and training; linguistic access, engagement with diverse communities; culture specific or cultural adaptations of services and supports; quality assurance and evaluation measures and processes.