



Promotor/a de Salud Job Description

Job Title: Promotor/a–1.0 FTE 37.5 hours per week plus benefits.

Hiring Range: DOE - \$56,000-58,500 per year at full-time 37.5 hours per week

Prepared Date: Aug. 3, 2026

Mission Statement of the Grand County Rural Health Network is to work in partnership to advocate for and support the health of our community.

Position Summary:

The Promotor(a) is a care coordinator and grassroots community health educator, targeting the Spanish-speaking community. Coordinates care for Grand and Jackson County residents to support access to care and reduce barriers to health. Outreach to Grand and Jackson County Medicaid clients identified as high need or high risk for medical or behavioral health needs and/or social determinants of health. The Promotor/a is responsible for being aware of the health and general needs of our community. The Promotor(a) ensures individuals and families in our community are connected to resources, services, and the overall community. Other responsibilities include identifies community needs, raises awareness of social determinants of health issues identified by the community (e.g. affordable housing, mental health, preventive health, transportation, etc.); participates in the development, communication, implementation and expansion of community education and access programs. The Promotor(a) also works collaboratively with a variety of community partners to ensure equitable access in the target community. Works collaboratively with the Community Health team and co-facilitates the Community Impact Team with the Community Engagement Specialist. Travel required in Grand and Jackson Counties.

To apply, send letter of introduction and resume to: Jeanette Causey, Care Coordination Manager, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email jcausey@gcruralhealth.org.

Supervision Received: Directly supervised by and receives direction from the Care Coordination Manager. Works collaboratively with the Community Engagement Specialist.

Supervision Exercised: None.

Essential Functions:

- Provides peer education, care coordination, and support to individuals and families within the Spanish-speaking or immigrant population and other vulnerable communities in Grand and Jackson Counties on designated issues, such as affordable housing, mental health access, health access and system utilization, navigating the healthcare and human services systems.
- Builds trusting relationships with Hispanic or immigrant community members to support individual, household, and collective needs.
- Provide a variety of direct care coordination/patient navigation to Grand and Jackson County residents, dually enrolled Medicaid/Medicare clients, and Medicaid clients identified as in need of supportive services.
 - a. Assist with research and case management (such as bill organization, benefits or resource application assistance, appointment scheduling, etc.).
 - b. Use data provided by Rocky Mountain Health Plans to outreach to clients enrolled in Medicaid.
 - c. Utilize and follow the Regional Accountable Entity Care Coordinator workflows.

- d. Schedule and complete assessments, collaboratively create and implement care plans, follow-up as needed, and track results, referrals, and recommendations in database.
 - e. Meet with clients in public spaces or place of residence when appropriate to the client's needs.
 - f. Track and monitor referrals of clients for reporting.
 - g. Accurately document interactions in population health data systems within two business days.
 - h. Connect with clients, empathize, show compassion, perform assessments, provide individually tailored education, assist clients in development of a care-management plan, and advocate with and on behalf of clients to meet their needs and goals.
- In collaboration with the Community Engagement Specialist, co-facilitates the Community IMPACT Team and other group activities and discussions on topics identified by community and clients.
 - Makes referrals to health and human service agencies and follows up with individuals to ensure they receive the services needed.
 - Reduces stigma and other barriers to initiating or continuing to receive support by providing reliable information to both community members and providers.
 - Develops relationships with local health care and human service providers to facilitate information sharing and service delivery.
 - Serves as a liaison between local health care and human service providers and the Network to ensure all team members have updated service information and to promote trusted relationships.
 - Supports overall Network marketing efforts by providing Spanish translation and culturally relevant insight.
 - Represents organization in meetings with community partners.
 - Participates in advocacy coalitions or groups as interested or assigned.
 - Supports community member leadership development and strengthens advocacy skills through education and modeling of effective advocacy.
 - Outreach to Spanish-speaking and other vulnerable populations to educate on and ensure access to:
 - Network programs and services, including but not limited to ACHES & PAINS, Care Coordination, Patient Navigation, Health Coverage, and Community IMPACT Team.
 - Emergency response system for such emergencies as wildfires, floods, etc.
 - Provides general information and referrals to health coverage support for individuals, groups, and businesses.
 - Assists in completing other program goals, evaluation, and requirements, including data entry to comply with grant/contract requirements.
 - Support programmatic and organizational fundraising efforts as needed.
 - Other duties as assigned or identified through developing and ongoing work.

Experience and Education

- Cultural competency of and/or lived experience as part of Hispanic community served.
- Experience in community service or customer service work or volunteering.
- Experience in community work, education, health care, or related field.
- Bachelor's degree or complementary personal or work experience illustrating success working with people from different backgrounds.

Preferred Knowledge

- 1-2 years' experience working directly with the Hispanic Community.
- Medical Interpreter Certification, or ability and desire to attain.
- Deep knowledge and understanding of equity and the historic evolution of institutionalized inequities.
- Understanding of the local health care and human services environment.
- Experience in health insurance.
- Knowledgeable of or experience with case management.
- Experience working directly with clients.
- Experience with community organizing.
- Knowledge of Grand County healthcare services and organizations.

Skills & Abilities:

- Must be fluently bilingual in Spanish and English and culturally sensitive to the needs of the Hispanic community.
- Direct, empathetic, effective client or customer service.
- A passion for customer service and experience motivating and supporting others.
- Lived experience impacted by social determinants of health, such as geography, culture, language, age, religion, income, sexual orientation, gender identification, etc.
- Demonstrated experience working with others on a team and across agencies or sectors.
- Demonstrated skill in written communication in English and Spanish.
- Demonstrated skill in verbal communication to give direction, provide facilitation, develop relationships, foster collaboration, give presentations, and provide peer support.
- Ability to greet and meet public and professionals in a positive and professional manner.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments and activities as requested in a timely fashion with attention to detail.
- Ability to establish and maintain effective working relationships with people of varying levels of professional and societal power, including but not limited to clients, foundations, health and human service providers, and other partners.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives, and a budget to achieve the stated above.
- Skilled in the use of Microsoft Word, Excel, Publisher, PowerPoint software, and Internet.
- Reliable transportation, valid driver's license and insurance required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is the normal level found in a shared office.

Benefits:

Employees of the Grand County Rural Health Network are also eligible for our benefits program, which includes medical insurance beginning the first day of the month after you start, retirement with employer matching, vacation time, sick pay, flex hours, and up to 30% working from home depending on role/responsibilities, and other benefits which will be described in more detail in both the employee handbook and orientation package.

Trial Period:

New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation.

Core Competencies: The following core competencies are required for this position. Employees are expected to bring these competencies to the role and to continue developing and strengthening them over time through training, feedback, and professional growth.

Detailed descriptions of organizational core competency can be found on our website:

<https://gcruralhealth.org/about-us/join-our-team/>.

- Client-centered care
- Medical home approach
- No wrong door approach
- Equity at the center
- Continuous learning and reflection
- High volume, high efficiency
- Attention to detail
- Initiative and ingenuity
- Ownership and resilience
- Relationship-building
- Teamwork
- Adaptability and problem solving
- Coaching and modeling
- Spirit of possibilities
- Work/Life balance