

West Virginians for Affordable Health Care (WVAHC)
Story Collection Coordinator
Job Description

1. Title

Story Collection Coordinator

2. Overall Responsibility

The Story Collection Coordinator is a full-time (40 hours a week), one-year grant-funded position, which WVAHC hopes to continue after the end of the current one-year foundation funding cycle. The Coordinator will reach out into diverse communities to find West Virginians who are willing to share their personal experiences – positive and negative – in our health care system. For example, the Coordinator will look for stories about how Medicaid has helped people, how being uninsured has hurt them, or about their experiences in private insurance. In addition, the Coordinator also recruits frontline health care providers to share the stories of their practices and patients.

The Coordinator will help storytellers share their personal experiences at events, with the media, on social media platforms and in other public venues, and with legislators and other policy makers.

The goal of the Story Collection effort is to secure stories that will help influence the full range of health policy debates at the state and federal level. WVAHC's mission is to **bring a consumer voice to public policy** so that every West Virginian has quality, affordable health care and the opportunity to lead an informed, healthy, and productive life. Thus, the Story Collection Coordinator position is a critical one in the organization.

WVAHC would like to have a new Coordinator in place by the end of 2020. WVAHC is a consumer directed nonprofit health care advocacy organization located in Charleston, West Virginia. The Story Collection Coordinator does not need to be based in Charleston.

Due to COVID-19, at this time the Coordinator must be able to successfully conduct outreach through phone and internet. It is hoped that the Coordinator will be able to return to traveling frequently across the state to identify and build relationships with story tellers in person.

3. Accountability

The Story Collection Coordinator shall be directly accountable to and receives direction from the WVAHC Executive Director, Dr. Jessica Ice, and the WVAHC Policy Director, Kat Stoll.

4. Responsibilities

a. Community Outreach and Story Collection

- Collect, develop, and deploy consumer stories in an ongoing effort to bring new stories into the public eye focused on Medicaid, the Affordable Care Act (ACA), affordability issues in private insurance, the uninsured, Medicare, etc. Keep all stories in an organized “story bank” that all staff can access easily.

- Identify and interview West Virginians to document their stories respectfully and with ethical considerations while guarding confidentiality and privacy as appropriate.
- Draft detailed interview notes for every potential storyteller encounter. Record video/audio as necessary to help prepare written notes that capture stories. Capture photos of storytellers.
- Document all necessary permissions and waivers from storytellers. Maintain all forms and documents in an organized system. All documents are the property of WVAHC.
- Draft publishable products including personal stories for publication online, write-ups to share with media, testimonials and letters to legislators, etc. Work with WVAHC staff to edit and revise stories, etc. as needed for publication in different lengths and diverse formats.
- Work with WVAHC staff to share stories in social media through several websites, Facebook, Twitter and other social media platforms.
- Discuss with the Executive Director and staff to determine the merits of publishing a new collection of stories to compliment the story book published in January 2019 (LINK HERE?).
- Work with story tellers to prepare them to feel confident and capable of sharing stories with the public and media in the form of health care education events, meetings with policy makers, media events, and radio and television interviews.
- Help story tellers be effective activists for health policy change by assisting and encouraging them to participate in different levels of policy advocacy engagement.
- Build relationships with statewide and local organizations who can contribute to story-collection efforts. Maintains communication with, and provide assistance to, coalitions, project volunteers, and subgrantees with story collection.
- Speak at meetings about the WVAHC story collection effort as well as organize and successfully run public storyteller outreach events. Assists with public education, trainings, and information efforts related to the story collection program to include talking to media outlets, public speaking, and social media posts.
- Contribute to the WVAHC quarterly electronic newsletter and work with staff to identify and design email, text, and social media campaigns.

b. Administrative

- In cooperation with the Executive Director and Policy Director, develop a detailed one-year workplan for the project. The workplan will include plans for storyteller outreach, reasonable goals for story collection, identify key timelines for story needs for policy support, and a possible new story book or magazine with a target publication date. One measurement of success will be implementing this plan in a timely manner.
- Maintain administrative reports and statistical information on activities as assigned.
- Ensure that policies and procedures are being followed, particularly those that protect storyteller privacy and trust.
- Review and improve the existing WVAHC story collection supporting forms and outreach materials, and develop new forms and materials as needed.
- Participate in a network of story collection coordinators working in other states that is hosted by a national funding partner and highlights best story collection practices and ideas for story collection work.
- Participate in weekly WVAHC staff meetings and other planning activities.
- Attend meetings of other organizations, committees, and coalitions as assigned.

c. Financial

- Prepare invoices and expense reports for work-related expenses.
- Prepare a monthly contractor invoice and submit to Executive Director for reimbursement.
- Provide assistance with both foundation proposal writing and grant reporting as needed by the Executive Director.

5. Skills and Knowledge Required

- Excellent communicator with interpersonal skills and the ability to build rapport and trust with diverse West Virginians.
- Strong writing and editing skills, as well as the ability to adopt the style, tone, and voice of a storyteller when appropriate. The Coordinator will need to be comfortable working with an editor on public written products.
- Past experience producing content for the web and social media. Knowledge of how to use Facebook, Twitter, etc.
- Ability to establish and maintain effective working relationships with many different stakeholders and constituencies.
- General knowledge of issues and initiatives that affect low-income people. Need not be an expert on health policy but awareness of and experience with low-income health policy issues a plus. Willingness to learn basic health policy is essential.
- Well organized and detail oriented with the ability to prioritize multiple tasks and meet deadlines.
- Willing to bring forward new ideas and creativity is essential.

Education

Bachelor's degree in a related field.

Compensation

This is a one-year contract position. The contractor will be paid \$36,000 or \$3,000 (negotiable) a month for one-year. At this time there are no fringe benefits available for the position.

To Apply:

WVAHC would like to have a new Story Collection Coordinator in place by January 1, 2021. Review of applications will begin on November 30th, on a rolling basis, and will continue until the position is filled. Interviews will be conducted by Zoom using a uniform interview set of questions for all candidates.

Submit a letter of intent, a resume, two writing samples, and contact information for three references by email to Dr. Jessica Ice at jobs@wvahc.org.