

TRI-COUNTY HEALTH NETWORK



Position: Community Programs Manager
Supervisor: Executive Director
Status: Exempt, Full-Time

JOB SUMMARY:

The Community Programs Manager will be the lead in managing multiple Tri-County Health Network (TCHNetwork) Community Outreach Programs across our rural region. This position is responsible for developing a team to assist clients with securing public benefits; identifying needs and generating referrals to community services; conducting needs assessments; supporting community programming; assisting with insurance enrollments; completing applications for financial assistance; and providing preventive dental care to children and adults with Medicaid. Duties include managing day-to-day operations; supervising and developing field team; establishing relationships with stakeholders; promoting programs; improving staff productivity; increasing client participation; and ensuring program sustainability.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as assigned.

1. Maintain operations manual for each program to ensure best practices are in place, the program is operating efficiency, and quality care is provided
2. Manage day-to day program operations and supervision of field team working throughout the region
3. Select, orient, train, manage, counsel, discipline and direct program team members on a daily basis
4. Develop clear goals and objectives for performance management and effectively communicate accountability. Coach and mentor team to reach goals. Be responsive to and monitor performance through data analysis and reports (review of call logs, outreach efforts, etc.)
5. Oversee data collection and prepare reports on outcomes and performance of each program
6. Regularly review client satisfaction
7. Establish, implement, and evaluate program content, policies, and procedures
8. Hold 1:1 meetings with direct reports and monthly team meetings to foster excellent communication and belonging
9. Act as a working supervisor and remain available to provide coverage for staff
10. Establish and maintain partnerships across the community and within the organization
11. Identify and cultivate program “champions”
12. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction
13. Implement and evaluate strategies to improve employee performance including performance improvement plans and making final determination on terminations of employment

14. Provide and utilize productivity reports for departments to assess performance of entire team
15. Conduct fact-finding investigation of grievances or complaints of program clients, as applicable
16. Routinely conduct quality assurance activities through reviews, meetings, reports, and field observation
17. Evaluate and monitor program needs, identify unmet needs and revise programs as needed to effectuate change
18. Organize and coordinate new initiatives and projects in coordination with team and peers including developing policies and procedures, as applicable
19. Ensure confidentiality of all client information and team performance/compliance
20. Maintain and manages program supplies efficiently
21. Any other duties as required to ensure TCHNetwork is successful.

EDUCATIONAL AND EXPERIENCE REQUIRED:

1. Bachelors' degree or 4 years additional relevant experience
2. 3+ years of experience managing a team of 5+ entry level personnel
3. Ability to effectively communicate with management and team members
4. Demonstrated ability to track multiple projects simultaneously and maintain professionalism and effectiveness under time pressure
5. Experience in a collaborative team environment, delegating workload and responsibilities
6. Proven ability to lead and manage large-scale projects
7. Ability to prioritize and oversee multiple projects in a fast-paced environment
8. Excellent verbal and written communication skills
9. Must be proficient in MS Office and have aptitude for computers and working with various software

PREFERRED QUALIFICATIONS:

1. 5+ years of successful program management experience
2. Two years lived or work in a rural community
3. Two years previous relevant experience in a health care setting
4. Experience as a practice manager in a primary care clinic or dental office
5. Thorough understanding of health insurance billing & terminology

REQUIRED SKILLS:

1. Ability to quickly establish trust, gain rapport, and work effectively

2. Advanced time management abilities
3. Strong work ethic and collaborative style
4. Internally motivated with an initiative to improve processes
5. Change agent demeanor; must be a flexible thinker, with an ability to adapt to a changing environment
6. Ability to exercise forethought, to look ahead and anticipate needs
7. Excellent critical thinking and consultative problem-solving skills
8. Ability to multi-task and handle stressful situations while continuing to meet deadlines
9. Strong communication and diplomacy skills, including written, oral, and presentation skills

OTHER:

May require local, regional, and national travel. Must have reliable transportation to travel as needed and comfortable traveling in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule including evenings and weekends, as applicable.

LOCATION:

Telluride, CO. No relocation assistance available.