

TRI-COUNTY HEALTH NETWORK



Position: Director of Program Operations
Direct Supervision: Executive Director
Status: Exempt, Full-time

JOB SUMMARY:

Under the general direction of the Executive Director, this position is responsible for the operational success of Tri-County Health Network's (TCHNetwork) programs, including ensuring successful team management and development, program delivery, and quality control. The Director will also assist in developing new program scope and objectives, determine the best approach to meet community needs using existing and/or new resources, create and maintain program documentation, build detailed workflows, deliver status reports, and ensure successful programs remain sustainable.

DUTIES AND RESPONSIBILITIES:

May include the following, and other duties as required to ensure TCHNetwork's success.

Program Oversight

1. Work with Program Managers to define program objectives and agenda, identify staffing needs, and develop needed program implementation and ongoing program management tools
2. Ensure that all programs are implemented, and deliverables completed, on time
3. Create and maintain comprehensive program documentation
4. Track and report on program progress, including milestones achieved and barriers encountered
5. Cultivate relationships with external partners to ensure programs are successful
6. Conduct monthly, quarterly, and annual assessments of programs, identify weaknesses, create mitigation plans, and assist in implement to improve quality of programs to maximize outcomes
7. Research and recommend new programs that increase access to healthcare

Team Management & Development

1. Develop and cultivate relationships with staff
2. Select, orient, train, manage, counsel, discipline, and direct program team members
3. Work with staff to 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.)
4. Hold 1:1 meetings with direct reports and monthly team meetings to foster excellent communication and belonging
5. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction
6. Implement and evaluate strategies to improve employee performance including performance

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improvement plans and making final determination on terminations of employment

7. Develop and implement a system to evaluate the skills, experience, and professional development needs of all staff. Oversee training and orientation for all staff members.

Operational Oversight

1. Organize office operations and procedures, including organizational policy writing and development, and supply inventory
2. Ensure efficient and effective processes are in place to ensure safe operations while delivering outstanding results
3. Work in collaboration with the Executive Director and leadership team to deliver effective, engaging and motivating quarterly all team meetings
4. Manage and sustain systems for efficient business development processes
5. Develop internal controls and systems to administer federal and non-federal grants, according to applicable grantor policies
6. Manage relationships with contracted professional services
7. Identify, initiate, and negotiate vendor contracts and oversee RFP process, as applicable
8. Responsible for facilities management including overseeing buildings and grounds, and property management services
9. Manages and executes contracts, equipment purchases and leasing and/or renting of office space
10. Develop, evaluate, and analyze operational policies and procedures

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. Bachelors' degree or 10 years' relevant experience
2. Minimum of 7 years successful program management experience
3. 5 years of industry experience in health care delivery, human services, or a related field
4. Strong manager with 5 years' experience in directly supervising a team of at least 5 direct reports – including hiring, motivating team, and disciplinary experience
5. Demonstrated experience directing internal and/or external project teams, including resolving conflicting views
6. Proficiency in using the internet with an aptitude for computers and various software including MS Office, with the ability to support staff in using relevant programs
7. Demonstrated ability to lead, drive results, and excel in a collaborative environment and within tight timeframes
8. Skilled in prioritizing, leading, and managing multiple projects in a fast-paced environment
9. Demonstrated depth of problem analysis and resolution skills across functional areas

PREFERRED QUALIFICATIONS:

1. Master's degree
2. Resident of the region for the past 2 years

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3. Project Management Certificate
4. Six Sigma Green Belt or higher certification
5. Two years previous relevant experience in a non-profit
6. Knowledge and experience working in/with clinical or social service agencies in rural communities.
7. Experience working with underserved populations
8. Bilingual in Spanish and English

PROFESSIONAL SKILLS & PERSONAL ATTRIBUTES:

1. Commitment to the mission and work of TCHNetwork
2. Must possess demonstrated ability to relate to individuals and families of varied ethnic, cultural backgrounds, ages and economic circumstances
3. Demonstrated ability to track multiple projects simultaneously and maintain professionalism and effectiveness under time pressure while continuing to meet deadlines
4. Excellent verbal and culturally competent communication skills (in person, on the telephone, and through email correspondence)
5. Proven ability to quickly establish trust, gain rapport, and work effectively
6. Ability to maintain client confidentiality
7. Advanced time management abilities
8. Strong work ethic, self-motivated, and collaborative style
9. Ability to exercise forethought; to look ahead and anticipate events
10. Excellent critical thinking and consultative problem-solving skills
11. Maturity to receive and utilize constructive feedback
12. Innovative, energetic, well organized, and self-directing
13. Internally motivated with an initiative to improve processes
14. Change agent demeanor; must be a flexible thinker, with an ability to adapt to a changing environment

OTHER:

Requires 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. Able to lift 50 pounds.

LOCATION:

Field position that requires travel throughout San Miguel, Ouray, Montrose & Delta counties. First 90 days then 2-3 days a week in main office in Telluride, CO. No relocation assistance available.