

TRI-COUNTY HEALTH NETWORK



Position: Community Health Programs Supervisor
Direct Supervision: Director of Strategic Initiatives
Status: Exempt, Full-Time

JOB SUMMARY:

The Community Health Programs Supervisor will oversee multiple Tri-County Health Network (TCHNetwork) Community Health Programs across our rural region. The Supervisor will be responsible for overseeing day-to-day operations; developing the 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. Develop and maintain operations manual for each program to ensure best practices are in place, the program is operating efficiency, and quality care is provided
2. Oversee day-to day program operations and supervision of field team working throughout the region
3. Orient, train, manage, counsel, and direct program team members. When issues that require disciplinary actions, communicate with Director of Strategic Initiatives about the issues and potential strategies for employee performance improvement
4. Assist in the recruitment and hiring process for new team members
5. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction
6. Develop clear goals, objectives, and metrics for each team member and effectively communicate accountability. Coach and mentor team to reach goals, objectives, and metrics.
7. Respond to and monitor performance through data analysis and reports (review of call logs, outreach efforts, etc.)
8. Oversee data collection and prepare reports on outcomes and performance of each program
9. Regularly review client satisfaction. Conduct fact-finding investigation of client grievances, as applicable
10. Hold 1:1 meetings with direct reports on a bi-weekly basis and monthly team meetings to foster excellent communication and belonging

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11. Act as a working supervisor and be available to provide coverage for staff
12. Establish and maintain partnerships across the community and within the organization
13. Identify and cultivate program “champions” within partner organizations
14. Provide and utilize productivity reports for departments to assess performance of entire team
15. Routinely conduct quality assurance activities through reviews, meetings, reports, and field observation
16. Evaluate and monitor program needs, identify unmet needs, and revise programs as needed to effectuate change
17. Organize and coordinate new initiatives and projects in coordination with team and peers including developing policies and procedures, as applicable
18. Ensure confidentiality of all client information and team performance/compliance
19. Maintain and manage program supplies efficiently
20. Identify new funding sources and different lines of business, maximize insurance billing, and assist in grant writing to ensure program sustainability
21. Develop and submit required deliverables for grants in a timely fashion
22. Any other duties as required to ensure TCHNetwork is successful.

EDUCATIONAL AND EXPERIENCE REQUIRED:

- Bachelors’ degree or 4 years additional relevant experience. Master’s degree preferred
- 2 years previous relevant experience in a health care setting
- Previous supervisory experience
- Ability to effectively communicate with management and team members
- Demonstrated ability to track multiple projects simultaneously and maintain professionalism and effectiveness under time pressure
- Experience in a collaborative team environment, delegating workload and responsibilities
- Proven ability to lead and manage large-scale projects
- Ability to prioritize and oversee multiple projects in a fast-paced environment
- Excellent verbal and written communication skills
- Must be proficient in MS Office and have aptitude for computers & working with various software

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PREFERRED QUALIFICATIONS:

- 3+ years of experience managing a team of 5-10 entry level positions
- 5+ years of successful program management experience including staffing and promotion
- 2 years lived or work in a rural community

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:

Requires regular local and regional travel. May require occasional state or 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.

COMPENSATION:

Starting salary range is \$40,000 – \$50,000 based on experience
Great benefits: health & dental insurance, 10 paid holidays, PTO, & employer-matched retirement.

POSITION LOCATION:

Telluride, CO - No relocation assistance available.

To apply, email a cover letter and resume to info@tchnetwork.org with “Community Health Program Supervisor” in the subject line. Applications without a cover letter will not be considered.