

# TRI-COUNTY HEALTH NETWORK



## **WHO WE ARE:**

For 10 years, TCHNetwork has remained committed to improving the quality and coordination of health and healthcare services in southwest Colorado by designing initiatives that address barriers to care. We have led the way in implementing innovative and scalable solutions that improve health equity and healthcare access for all. TCHNetwork strives to build vibrant and healthy communities where everyone has the opportunity and ability to thrive.

## **WHO YOU ARE:**

We want people who are passionate about creating change in rural communities in Southwest Colorado around health equity. If you believe health is more than healthcare; if you fight for diversity; equity, and inclusion; you share our goals. You are a change agent, and work to help your community members while continually learning and improving. If that sounds like you, we believe you are an excellent candidate for TCHNetwork.

## **OPEN JOB SUMMARY:**

The Social Services Manager is responsible for developing and leading the outreach and enrollment team in improving client services in accessing healthy equity programs and defining client growth. The manager will support the outreach and enrollment team; assist clients with insurance enrollments and completion of applications for financial assistance. The manager will oversee day-to-day operations; train the field team of outreach and enrollment coordinators; establish relationships and communicate regularly with stakeholders; promote programs; improve team productivity; and increase client participation.

Duties and responsibilities include but are not limited developing and maintaining operations processes, manuals for each program, and training curricula to ensure program efficiency, establish best practices, and quality client care is provided. Overseeing day-to day program operations and supervision of field team working throughout the region. Orient, train, manage, counsel, and direct outreach coordinator team. When issues that require disciplinary actions, communicate with Director of Programs about the issues and potential strategies for employee performance improvement. Assist in the recruitment and hiring process for new team members. Serve as a knowledge source for benefit programs including SNAP, Medicaid, Child Health Plan Plus, the state insurance marketplace, and LEAP. Assist outreach team when troubleshooting complicated enrollments. Act as a working supervisor and remain available to provide coverage for team members. Create a culture and atmosphere that will lead to a high level of employee engagement and satisfaction.

## **JOB REQUIREMENTS:**

- A relevant four-year degree with emphasis in public health, social work, sales, community engagement or related field, or 4 years of relevant experience.
- Previous supervisory experience managing a team of 3+ entry level positions, including staffing and promotion.
- 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 multiple projects in a fast-paced environment.
- Excellent verbal and written communication skills.
- Must be proficient in MS Office, including Microsoft Excel, and have aptitude for computers and working with various software platforms.

Ability and willingness to travel with reliable transportation.

**People of Color candidates are strongly encouraged to apply.**

**BENEFITS:**

Starting salary range is \$50,000 – \$60,000 based on experience.

1. 6 days, annually, of sick time.
2. 10 days, annually, of vacation time.
3. 10 paid holidays.
4. Quarterly Mental Health Days
5. 100% Medical, Dental, and Vision coverage for the employee after 3-month probation period.
6. cafetería 125 Plan
7. 3% company match in SIMPLE IRA retirement plan, immediately vesting.
8. Continued professional development opportunities.

**POSITION LOCATION:**

San Miguel, Ouray, Delta, or Montrose County. No relocation assistance available. First 90 days required to be onsite in Telluride.

- No relocation assistance available.

Visit <https://tchnetwork.org/jobs/> for full job description.

**To apply, email a cover letter and resume to [info@tchnetwork.org](mailto:info@tchnetwork.org) with “Social Services Manager” in the subject line.** Applications without a cover letter will not be considered.

Please go to <http://tchnetwork.org/jobs/> for more information.