

## Job Description

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|-----------------------|--|--------------------------|----|
| <b>Job Title</b>      | <b>Performance Improvement Specialist, Behavioral &amp; Community Health</b> |                          |    |
| <b>Reports to</b>     | Director of Behavioral Health  |                          |    |
| <b>Effective Date</b> | September 1, 2018  | <b>Manager of People</b> | No |
| <b>FLSA Status</b>    | Exempt   | <b>EEOC Class</b>        | 2  |

### **ABOUT NCHA**

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$12+ million-dollar organization, which is funded by members' dues, grants, and shared service.

The NC Hospital Foundation (NCHF) is the 501(c)(3) affiliate of the NC Healthcare Association. Established in 1961, the Foundation supports the Association's work in quality improvement, community health, rural healthcare and education.

### **PURPOSE**

The Performance Improvement Specialist will contribute to the implementation and overall management of various behavioral and community health programs undertaken by NCHF as part of the broader behavioral health advocacy and policy goals of NCHA. This position will work closely with the Director of Behavioral Health and provide assistance to existing projects around the opioid crisis, community paramedicine, and other behavioral health initiatives. This position is grant limited and will be reviewed annually based on grant renewals and funding streams.

### **RESPONSIBILITIES**

- Provide performance improvement and implementation assistance to program recipients through site visits and virtual support.
- Support the development, timely implementation and overall management of NCHF priorities.
- Develop workplans and timelines, monitor deliverable completion, and facilitate any necessary changes to the plan.
- Coordinate project communication and manage program documentation in collaboration with project team.
- Establish a highly collaborative environment in which all program stakeholders are encouraged to collaborate and engage in program objectives.
- Assists with data collection and overall program evaluation efforts.
- Actively support relationship development among providers and other key partners, including aligning with other relevant initiatives (hospitals, state agencies, LME/MCOs, CCNC networks, pharmaceutical opportunities, etc.).

- Assists with development of program reports for funders and NCHF.
- Present on program activities to internal and external stakeholders.
- Assists with development of sustainability plans in conjunction with Director of Behavioral Health.
- Perform other tasks and duties as may be identified.

### **MISSION/VISION/VALUES**

- Embrace the NCHA mission to promote improved delivery of quality and affordable healthcare in North Carolina through leadership, advocacy, information, and education in its members' interest and for public benefit.
- Support the vision for the highest possible level of quality healthcare delivery throughout North Carolina.
- Demonstrate the association's core values in all relationships, at all times. Integrity: Conduct yourself ethically and honestly. Excellence: Strive for excellence in all things, in all ways. Leadership: Lead towards the future through commitment to a healthy North Carolina.

### **INTERNAL RELATIONSHIPS**

- Coordinate with department leads and their team members in the development, oversight, execution and sustainability planning of behavioral health programs and education.
- Collaborate with Policy/Advocacy and other departments, as appropriate, to execute related behavioral health strategic objectives.
- Serve on the NC Hospital Foundation team to align strategic objectives with funder interests.

### **EXTERNAL RELATIONSHIPS**

- Work closely with health systems, healthcare providers, and community organizations.
- Maintain communication with NC Department of Health and Human Services (DHHS) and its division leadership, as well as other state government agencies.<sup>1</sup>
- Communicate regularly with state health and advocacy organizations.<sup>2</sup>

### **EDUCATION AND EXPERIENCE**

- Master's degree in related field preferred.
- Minimum two (2) years direct experience in public health, social work or related field, preferably healthcare related.
- Previous program management experience with developing, implementing, and spreading health improvement or other social service programs.
- Experience in grant funded or non profit work preferred.
- An equivalent combination of education, training, and experience may be considered.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent interpersonal, communication, writing, and collaboration skills.
- Demonstrated skills in performance improvement, change management, and project management.
- Strong analytic, critical thinking and problem-solving skills.

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<sup>1</sup> Includes the North Carolina General Assembly, Division of Mental Health/Substance Abuse Services/Intellectual and Developmental Disabilities, the Division of Public Health, the Division of Medical Assistance, the Division of Social Services, the Division of State Operated Health Facilities, the Department of Justice, the Industrial Commission, and the Department of Public Safety, Office of Rural Health, Governors Office, Department of Administration, and the attorney general's office

<sup>2</sup> Includes the Institute of Medicine, the Medical Society, the Pediatric Society, Disability Rights NC, the NC Justice Center, National Alliance on Mental Illness NC, NC Healthcare Quality Alliance, NC Medical Board, and the NC Psychiatric Association

- Ability to establish and maintain effective working relationships with colleagues, managers, members and partners.
- Creative, well spoken, and articulate in order to effectively communicate with customers and to give presentations.
- Ability to work collaboratively with teams.
- Ability to manage and organize time effectively.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- Requires frequent in-state travel.

*North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.*