

## Job Description

<b>Job Title</b>	<b>Performance Improvement Specialist, Population Health</b>		
<b>Reports to</b>	Director, Population Health Initiatives North Carolina Healthcare Foundation (NCHF)		
<b>Effective Date</b>	January 1, 2020	<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 \$17+ million-dollar organization, which is funded by members' dues, grants, and shared service.

The NC Healthcare 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**

Provide technical assistance, coaching and facilitated learning opportunities to support community-based health improvement efforts across the state. Engage partners, including local health systems, to implement innovative, collaborative, community-focused health improvement initiatives. Ensure alignment with the overall NCHF goals to enhance access, equity, and patient-centered outcomes. Participating organizations are identified by the funder and exist throughout the state.

This position is partially grant-funded and contingent on continued availability of funding.

### **RESPONSIBILITIES**

- Provide performance improvement and implementation assistance to program recipients through site visits and virtual support (coaching calls, etc.).
- Work directly with communities and community leaders to encourage and create appropriate strategies that address identified community health improvement needs in alignment with NCHF programs.
- Develop workplans and timelines with measurable goals, monitor deliverable completion, and facilitate any necessary changes to the plan.
- Coordinate program communication and manage program documentation in collaboration with Community Health team, including, principally, the Director of Population Health Initiatives, funders, and interstate partners.
- Establish a highly collaborative environment in which all program stakeholders are encouraged to engage in program objectives and identify and share best practices among programs and across states.
- Assist with data collection and overall program evaluation efforts.

- Actively support relationship development among programs and other key partners, including aligning with other relevant initiatives (hospitals, public health departments, independent providers, social services, local non-profits, healthcare coalitions, state agencies, funders, corporate partners, Community Health Needs Assessments, etc.) to avoid duplication and pool resources.
- Assist with the planning and execution of statewide collaborative learning meetings and webinars.
- Review grant applications, progress reports, budgets, and program data entry, per funder requirements, to ensure accuracy and completeness.
- Assist with development of program reports for funders and NCHF.
- Present on program activities to internal and external stakeholders.
- Coordinate work, when applicable, with SC Hospital Association technical assistance team.
- Perform other tasks and duties as may be identified as NCHF's community health work expands.

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

- Support the vision shared by the NCHA and NCHF for “a North Carolina where high-quality healthcare is equitable and accessible for all.”
- Advance the mission of NCHF “to foster and accelerate the collective impact of hospitals, health systems, and community partners to improve the health of North Carolinians.”
- Embrace the NCHA mission to “improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.”
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

### **INTERNAL RELATIONSHIPS**

- Work principally with the Senior Director, Community Health and report to the Director, Population Health Initiatives within the Community Health team
- Serve on the NC Healthcare Foundation team to align strategic objectives with funder interests.
- Work with entire NCHF and NCHA teams to access team members who may have special skills or knowledge that could support community health initiatives.

### **EXTERNAL RELATIONSHIPS**

- Work closely with community organizations and their local stakeholders and health system leaders.
- Collaborate with counterparts within the South Carolina Hospital Association.
- Support open dialogue with program funders (The Duke Endowment and others).
- Serve as a NCHF representative with both community partners and health system members.

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree required
- Minimum two (2) years of related experience working with community organizations and/or public health programs
- Previous program management and performance improvement 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.
- Demonstrated skills in facilitation and coaching.
- Strong analytic, critical thinking and problem-solving skills.

- Ability to build consensus, commitment, and momentum among large groups of diverse, multi-sector stakeholders.
- 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 manage and organize time effectively.
- Ability to work independently.
- Knowledge and proficiency in computer skills such as word processing, presentations, spreadsheets, project management software, and data analytics (e.g. MS Excel, MS PowerPoint and MS Word).
- Experience working with virtual platforms (e.g. GoToMeeting, WebEx, Zoom)

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Requires frequent in-state travel for on-site visits with program partners all across the state.
- Use a computer throughout the workday; laptop will be provided for remote work.

NCHF is committed to building a culturally diverse workforce. Candidates who will contribute to the diversity and excellence of the organization are encouraged to apply. To apply, please send a cover letter and resume to [HR@ncha.org](mailto:HR@ncha.org).

*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.*