

Job Description

Job Title	Program Manager		
Reports to	Senior Director of Operations		
Effective Date	December 1, 2020	Manager of People	No
FLSA Status	Exempt	EEOC Class	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 Hospital Foundation (NCHF) is the 501(c)(3) affiliate of the NC Healthcare Association and is one of the top 5 largest foundations affiliated with state hospital associations in the country.

PURPOSE

The Program Manager is responsible for providing project management support to multiple healthcare and community health initiatives as part of NCHA's commitment to advance high quality and equitable care delivery. This position will operate under the direction of assigned project leads and will be an integral member of multidisciplinary project-based teams. Utilizing strong project management, communication and critical thinking skills, the Program Manager helps ensure projects are completed with a high degree of efficiency and effectiveness. This position is grant funded.

RESPONSIBILITIES

- Assist in the planning, development, coordination, implementation, and evaluation of NCHF's initiatives.
- Develop project plans, monitor project timelines, deliverable completion and outcomes, and communicate project progress and risks to internal and external stakeholders.
- Develop and monitor project communication plans.
- Oversee all project documentation, such as project trackers, meeting minutes, and reports.
- Coordinate and assist with the development and refinement of project resources, training materials, and other collateral.
- Provide support and technical assistance to program participants under the direction of the program lead. Assist the project team in interfacing with project stakeholders, including member hospital staff and providers, speakers, and consultants.
- Responsible for logistics coordination associated with virtual and in-person meetings.
- Participate in strategic decision making for the NC Healthcare Foundation department.

- Manage process improvement efforts within assigned programs.
- Manage the maintenance and development of content for the NCHF's website, including, but not limited to, content posting.
- Support fundraising events and efforts.
- Perform other tasks and duties as may be identified by the Senior Director of Operations.

MISSION/VISION/VALUES

- 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
- Support the vision for a North Carolina where high-quality healthcare is equitable and accessible for all
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Collaborates with program leads, evaluation and data teams members, internal subject matter experts, and other NCHA staff on the development and execution of NCHF initiatives
- Works closely with Senior Director of Operations and grant management staff to help ensure completion of grant deliverables and compliance with funder requirements
- Coordinates work with support staff as needed on project logistics

EXTERNAL RELATIONSHIPS

- Develops and maintains good working relationships with health systems, healthcare providers, community organizations, and funding partners
- Maintains communication and coordinates project deliverables with external partners
- Provides technical assistance to program participants under the direction of assigned project leads

EDUCATION AND EXPERIENCE

- Bachelor's degree in an applicable field required
- Minimum two (2) years direct experience required in project or grant management role, preferably in a healthcare, public health, or social work setting
- PMP or equivalent certification preferred
- Demonstrated experience in project management, performance improvement, and change management
- Experience with database and website management as well as project management software
- An equivalent combination of education, training, and experience may be considered

KNOWLEDGE, SKILLS AND ABILITIES

- Strong project management aptitude
- Strong organizational, planning, and time management skills
- Knowledge of program development, execution and evaluation methodologies
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint, WordPress and MS Word
- Analytical/Critical thinker
- Service-oriented
- Excellent written and oral communication skills
- Excellent teamwork and collaboration skills
- Experience with database and website management
- Experience with project management software

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- May require occasional 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, or other protected status.

Please send cover letter and resume to HR@ncha.org.