

Job Description

Job Title	Director, Program Design, Carolinas Health Innovation Institute		
Reports to	Executive Director, Carolinas Health Innovation Institute		
Effective Date	April 1, 2021	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

ABOUT NCHA

The North Carolina Healthcare Association (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.

ABOUT CAROLINAS HEALTH INNOVATION INSTITUTE (CHI²)

The Carolinas Health Innovation Institute (CHI²) is a new partnership among the North Carolina Healthcare Foundation (NCHF), the South Carolina Hospital Association (SCHA), and The Duke Endowment (TDE). The CHI²'s purpose is to redefine systems of care to equitably and sustainably meet the health needs of the Carolinas. The Institute aims to engage partners in understanding needs, evaluating promising practices, and co-designing innovative solutions to improve health and reduce disparities.

PURPOSE

The Director of Program Design for the Carolinas Health Innovation Institute reports to the CHI² Executive Director and is responsible for the successful leadership and design of the programs of the CHI². The position will be a part of the senior management team that drives the overall strategy for the organization and represents Carolinas Health Innovation Institute on a local, regional, and national basis. S/He will develop deep knowledge of each project, program operations, and business plan. This role will be responsible for work in the following three areas: program design, relationship management, and organizational leadership.

RESPONSIBILITIES

The Director, Program Design is responsible for the following:

Program Design:

- Oversee 7-step design process from 'Topic Identification' to 'Systems Change' for assigned portfolio of focus areas
- Maintain and advance assigned programs and services offered by CHI², developing a broad and deep knowledge of all programs

- Monitor programs in each phase to determine blind spots, opportunities, and readiness for advancement to the next phase
- Engage state leads to identify implementation partners across the Carolinas
- Facilitate topic action teams and convene stakeholders to confirm assumptions, problems, and solutions for each intervention
- In collaboration with Senior Director, Program Design, support the creation and maintenance of the necessary systems, processes, and tools to support the facilitation, collection, and sharing of knowledge that is generated by the programs, including standardized technical assistance plans for each Demonstration Project
- Coordinating with Communications, ensure a robust dissemination system to share organizational learning with a broad range of communities
- Working with State Policy Liaisons, ensure that key project outcomes and/or policy, advocacy, and legislation are evaluated and leveraged for maximum community and organizational impact

Relationship Management:

- Identify and coordinate targeted recruitment of partner organizations, payors, and subject matter experts to support the design and sustainability of programs and interventions
- Manage relationship with partner organizations
- Cultivate existing relationships and develop new funder relationships to support existing programs and the growth of CHI²
- Maintain positive working relationships with key stakeholders across the Carolinas and source new opportunities to study
- Support the vetting of topics for study during the 'Pre-Innovation' phase
- Provide detailed reports and recommendations for topics to Topic Selection Committee

Organizational Leadership:

- Provide thought leadership as a core member of the CHI² central infrastructure staff to support the realization of Institute purpose, goals, and strategies
- Provide leadership ensuring inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth
- Provide indirect supervision and coaching to all CHI² project managers, support staff
- Represent the CHI² publicly across the Carolinas and nationally to advance organizational position and reputation
- Enhance and support implement organizational vision as established in the CHI² Strategic Plan as a member of the CHI² senior management team
- Clearly and effectively present information to organizational leadership, CHI² Advisory Board, NCHF Board, NCHA, SCHA, and TDE Board of Trustees
- Perform other tasks and duties as assigned

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 CHI² initiatives

EXTERNAL RELATIONSHIPS

- Develop and maintain good working relationships with hospitals, health care organizations, long-term care, community-based organizations, quality improvement organizations, governmental agencies, and other entities advancing healthcare reform across the Carolinas
- Work hand in hand with the South Carolina Hospital Association to ensure successful integration of mission, vision, and values of the organization are reflected in the CHI²
- Collaborate effectively with The Duke Endowment

EDUCATION AND EXPERIENCE

- Master's degree in related field preferred; minimum three (3) years direct experience in public health, social work, or related field, preferably healthcare related
- At least five (5) years of non-profit program experience, preferably in a health care or community-based organization
- Track record of effectively leading a complex array of programs with the ability to leverage strengths across program areas, excellent project management skills
- Analytic and decisive decision-maker with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals
- Excellent interpersonal, communication, writing, and collaboration skills
- Commitment to quality programs and data-driven program evaluation

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Experience having worked with a high-performance, collaborative, constructive peer group
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control, and performance
- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements
- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for Carolinas Health Innovation Institute purpose

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office environment or remotely
- Frequent travel across North & South Carolina required
- Use a computer throughout the workday

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.

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.