

Job Description

Job Title	Program Manager		
Reports to	Senior Director, Program Design		
Effective Date	January 1, 2022	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

ABOUT THE NORTH CAROLINA HEALTHCARE ASSOCIATION AND FOUNDATION

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 its 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 \$18+ million-dollar organization, which is funded by members' dues, grants, and shared service. The North Carolina Healthcare Foundation (NCHF) is the 501(c)(3) affiliate of NCHA. NCHF supports the Association's work in quality improvement, patient safety, behavioral health, and rural health care.

ABOUT CARONOVA

CaroNov, which operationally falls under the North Carolina Healthcare Foundation, is a bi-state incubator serving North and South Carolina to connect key people and organizations with promising innovations to accelerate necessary change. Its purpose is to align leaders across the Carolinas in pursuit of a better and more equitable system of care. CaroNova works alongside payors, providers, subject matter experts, community members, and patients to find opportunities for impact in areas such as serious illness care, youth mental health and opioid abuse, among others. CaroNova operates under a joint operating agreement among the South Carolina Hospital Association (SCHA), the North Carolina Healthcare Association, and the Duke Endowment. The central infrastructure is housed within the Foundation of the North Carolina Healthcare Association.

PURPOSE

The Program Manager is responsible for providing project management support to multiple opioid initiatives of NCHF and CaroNova as part of their pursuit of a better and more equitable system of care in the Carolinas. This position will operate under the direction of the CaroNova Senior Director of Program Design and will be an integral member of multidisciplinary project-based teams that support both NCHF and CaroNova. Utilizing strong project management, communication and critical thinking skills, the Program Manager helps ensure assigned opioid projects are completed with a high degree of efficiency and effectiveness. This position is grant funded. Position will be reviewed annually based on funding availability.

RESPONSIBILITIES

- Support in the planning and implementation of multiple opioid initiatives to include:
 - The development of an opioid resource library and successful implementation of tools within hospitals across North and South Carolina
 - The production a landscape analysis to better understand emergency department-based buprenorphine treatment across North Carolina
- Provide project management for key tasks and initiatives developed by NCHF and CaroNova.
- Assist in the development of strategies to improve the implementation of opioid tools and resources in hospitals throughout the Carolinas.
- Assist in the convening of subject matter experts from North and South Carolina, as well as national experts, to include large bi-state meetings, informal interviews, and partner meetings.
- Develop project plans, monitor project timelines, deliverable completion and outcomes, and communicate project progress and risks to internal and external stakeholders.
- Oversee all project documentation, such as project trackers, meeting minutes, and reports.
- Support Race Ethnicity and Language (REAL) data collection and analyses and participate in program design and evaluation efforts.
- Conduct research and develop a comprehensive list of the projects, interventions, and pilots developed to support NC and SC hospitals to deliver opioid intervention and prevention.
- Monitor the fields of innovation, behavioral health, and addiction medicine to stay current on opioid intervention and prevention programs, research, and developments in the healthcare industry.
- Responsible for logistics coordination associated with virtual and in-person meetings related to assigned projects.
- Develop programmatic reports periodically to inform funder(s) of program status.
- Cultivate and maintain relationships among key internal and external partners.
- Perform other tasks and duties as assigned.

INTERNAL RELATIONSHIPS

- Collaborates with program leads, evaluation and data teams members, internal subject matter experts, and other NCHA, SCHA, and TDE staff on the development and execution of CaroNova and NCHF initiatives.
- Works with program design team and CaroNova state implementation teams 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 such as the NC Department of Health and Human Services (DHHS), Division of Public Health, Injury and Violence Prevention Branch.
- Provides support and assistance to program stakeholders 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 non-profit setting
- Demonstrated experience in project management 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 or home office environment. Position can be based in North or South Carolina.
- Use a computer throughout the workday.
- Requires occasional travel throughout North and South Carolina including periodic meetings held at NCHA in Cary, North Carolina.

COVID-19 VACCINATION POLICY AND PROCEDURE

- Newly hired NCHA staff will be expected to achieve policy compliance within the first six weeks of NCHA employment.
- NCHA staff may receive the vaccine from any vaccine provider.
- NCHA staff must provide documentation of vaccination to the Director of Human Resources.
- Acceptable proof of vaccination is a document (CDC COVID Vaccination Record Card) by the professional who administered the vaccine which is a World Health Organization (WHO) approved COVID-19 vaccination dosage series or have received the single dose J&J vaccine.
- Vaccination exemptions may be granted for documented medical contraindications/circumstances and religious beliefs

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.