

Job Description

Job Title	Program Manager, Social Impact		
Reports to	Director, Rural Health Innovation		
Effective Date	January 1, 2023	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 state-wide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, and other healthcare 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 leveraging the scope and scale associated with a \$20+ million-dollar organization, which is funded by members' dues, grants, and shared services.

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.

PURPOSE

The Program Manager, Social Impact is responsible for working with identified communities to build infrastructure and institutionalize community voice to drive sustainable change in partnership with hospitals and health systems. The Program Manager, Social Impact will have experience in human-centered design practices and creating inclusive spaces for collaboration and consensus building to engage various sectors in community change efforts.

Under the Director of Rural Health Innovation, this role is responsible for supporting, implementing, and managing the Robeson Social Impact Project, which focuses on taking a systems approach to addressing social determinants of health in a rural county.

This position is grant funded and will be reviewed annually based on funding availability.

RESPONSIBILITIES

Project Management 50%

- Provide project oversight, day-to-day project management, direction, and administration across the project lifecycle.

- Develop and manage project plans, 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.
- Provide project data management in support of project tracking, Race, Ethnicity, and Language (REAL) data, and program evaluation efforts.
- Develop programmatic reports periodically to inform funder(s) of program status

Relationship Management 40%

- Apply human-centered design practices to engage stakeholders, increase buy-in, and increase the likelihood of successfully achieving a shared vision and goals.
- Work with partners to review community health needs assessments and benchmark the status of investments in health and payment methods.
- Lead convenings to create inclusive spaces for collaboration and consensus building across communities, sectors, anchor institutions, and hospitals and health systems.
- Cultivate and maintain relationships among key internal and external partners.

Program Development (10%)

- Assist in the development of strategies to improve the implementation of sustainable rural health improvement tools and resources for hospitals and community-based organizations.
- Informed by project work, lead the development of a draft Social Impact Playbook to translate learnings into a vehicle for replication in other rural communities.
- 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, NCHF, and Kate B. Reynolds Charitable Trust staff.
- Coordinates work with support staff as needed on project logistics.

EXTERNAL RELATIONSHIPS

- Develops and maintains good working relationships with community organizations and leaders, health systems, healthcare providers, local community technical assistance providers, and funding partners.
- Maintains communication and coordinates project deliverables with external partners such as the NC & SC state agencies, community-based organizations, local governments, and other philanthropies.
- 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 social work setting
- Demonstrated experience in project management, performance improvement, and change management with excellent detail orientation, communication, and organizational skills
- Experience with coalition building and facilitation preferred
- Strong project management and program development skills
- An equivalent combination of education, training, and experience may be considered

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated dynamic communication skills needed to quickly build trusting and strong collaborative relationships, internally and externally
- 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
- 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 anywhere in North Carolina
- Use a computer throughout the workday.
- Some travel throughout North Carolina including periodic meetings held at NCHA headquarters

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.