Job Description

Job Title	**Program Manager, Population Health**		
Reports to	Senior Director, Program Implementation		
Effective Date	April 15, 2024	**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, Population Health is responsible for providing technical assistance, coaching, and facilitated learning opportunities in support of community-based health improvement efforts across North Carolina, specific to NCHF's Access to Care initiatives inclusive of AccessHealth. AccessHealth NC includes 18 community-based networks of care across the state providing access to coordinated primary and specialty healthcare services for the low-income, uninsured population. The Program Manager will have experience in both hospital and community-based settings for supporting access to care for vulnerable populations. The Program Manager will also understand how to create inclusive spaces for collaboration and consensus building to engage various sectors in community change efforts.

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

RESPONSIBILITIES
Program Development 60%
- Provide performance improvement coaching and implementation assistance to multiple community-based program leads through scheduled and ad hoc site visits and virtual support (coaching calls, etc.).

- Co-design appropriate strategies and develop action plans that address identified community health improvement needs with community-based program leads and their stakeholders (inclusive of health systems) and in alignment with program goals.
- Lead the content development, planning and execution of an annual in-person statewide collaborative learning meeting with program partners.
- Lead the content development, planning and execution of quarterly topic-based informational webinars with program partners.
- Identify and manage external consultants to provide specific expertise to program leads, when appropriate.
- Assist with data collection and overall program evaluation efforts, including reviewing data entry submissions and utilizing annual assessments to inform TA support.
- Provide grants management support through open office hours and checklists to ensure funder grantee requirements are completed accurately and on-time.
- Present on program activities to internal and external stakeholders.

Relationship Management 30%

- Facilitate peer learning opportunities among community-based program leads.
- Establish a highly collaborative environment in which all program stakeholders are encouraged to engage in program objectives and identify and share best practices.
- Actively support relationship development between community-based program leads 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.
- Cultivate and maintain relationships among key internal and external partners.
- Coordinate work, when applicable, with South Carolina Hospital Association technical assistance team.

Project Management 10%

- Provide project oversight, direction, and administration across the project lifecycle.
- 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, budgets, and reports.
- Develop programmatic reports periodically to inform funder(s) and NCHF Board of program status.

Perform other tasks and duties as may be identified as NCHF's implementation work expands.

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
- Work within the NC state implementation team, reporting to the NCHF Senior Director, Program Implementation and supported by the NCHF Project Manager, Population Health.
- Provide direction to Project Manager, Population Health, who will provide project management, coordination, logistics and communication support for programs.
- Collaborate with evaluation and data team members, internal subject matter experts, and other NCHA and NCHF staff.

EXTERNAL RELATIONSHIPS
- Provide support and assistance to program participants – principally AccessHealth networks – and their local stakeholders and health system leaders.
- Collaborate with counterparts within the South Carolina Hospital Association (SCHA).
- Serve as primary program contact for and support open dialogue with program funder (The Duke Endowment) regarding program milestones and strategic direction.
- Serve as NCHF representative with both community partners and health system members.
- Collaborate with contracted partners, if applicable, to support program deliverables.

EDUCATION AND EXPERIENCE
- Bachelor's degree in an applicable field required
- Minimum two (2) years of experience facilitating performance improvement and coaching that involves developing and implementing action plans, preferably in a healthcare, public health, or social work setting
- Demonstrated experience with facilitation, program development, and change management
- Experience working with hospitals and/or other community healthcare providers and organizations
- 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
- Ability to build consensus, commitment, and momentum among large groups of diverse, multi-sector stakeholders
- Ability to work independently and take initiative to meet program goals
- Excellent detail orientation, time management, organizational 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; ability to identify data-driven solutions
- Service-oriented
- Excellent written and oral communication skills
- Experience with database management (e.g. Salesforce) and project management (e.g. SmartSheet) software
- Experience and proficiency managing virtual platforms (e.g. GoToMeeting, Zoom, Teams)

WORK ENVIRONMENT AND PHYSICAL DEMANDS
- Work performed mostly in an office or home office environment. Position can be based anywhere in North Carolina.
- Requires frequent in-state travel throughout North Carolina for on-site visits with program partners and periodic meetings held at NCHA headquarters.
- 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.