

Job Description

Job Title	Program Manager, Population Health		
Reports to	Director, Performance Improvement and Population Health		
Effective Date	October 15, 2025	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 works to advance the collective impact of hospitals, health systems, and community partners by convening stakeholders, fostering innovation, and amplifying community voices in the priority areas of access to care, rural health, behavioral health, and healthcare workforce.

PURPOSE

The Program Manager is responsible for supporting implementation assistance activities, such as peer learning collaboratives, site specific support, annual site visits, and resource development. This position will establish and implement project management processes and methodologies to ensure the successful implementation of trauma informed care programming for complex high-need behavioral and mental health patients (top 1%) across hospital-based program sites, that are impactful and meet stakeholder expectations. This position will work with implementation assistance partners and subject matter experts, and data and evaluation teams, under the direction of the Director of Performance Improvement and Population Health.

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

RESPONSIBILITIES

Program Development and Implementation

- Support in the development of strategies to improve the implementation of sustainable health improvement tools and resources for hospitals and community-based organizations.

- Maintain site core criteria checklist, monitoring progress through readiness and implementation lifecycles.
- Review and interpret site core criteria assessments to identify baselines, monitor progress, and identify opportunities for implementation assistance support.
- Develop and support sites with implementing workplans based on needs/gaps identified in core criteria assessments.
- Provide one-on-one site coaching, leveraging insights and guidance from subject matter experts sending calendar invites, documenting coaching sessions, and providing follow-up to ensure site has resources and supports for actionable steps and progress.
- Serve as lead for the implementation assistance curriculum and training calendar for peer learning collaboratives; scheduling sessions, sending calendar invites, agenda development, follow up and resource sharing.
- In partnership with subject matter experts, lead the development of a toolkit to support the implementation of the curriculum and training modules.
- Operationalize workstream workgroups, establishing meeting cadences, convening workgroups, documenting actions/decisions, and reporting progress.
- Lead the scheduling, agenda development, and coordination of annual site visits with program participants.
- Serve as grants management support, providing sites with guidance, communication, and review in preparation for periodic reporting to funder. Work with sites to appropriately spend down grant funds.

Relationship Management

- Serve as key contact for program participants.
- Facilitate peer learning opportunities among program participants.
- 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 hospital program leads and other key partners to avoid duplication and pool resources.
- Cultivate and maintain relationships among key internal and external partners.

Project Planning and Management

- Provide day-to-day project management across the project lifecycle.
- Develop and manage the master project plan and timeline, identify resource needs, and escalate issues appropriately.
- Proactively identify needs and communicate project progress and risks to internal and external stakeholders, including upcoming deadlines and interdependent deliverables.
- Oversee all project documentation, such as project trackers, dashboards, meeting decisions and actions, budgets, and programmatic reports for funder and NCHF Board.
- Monitor and track expenditures in alignment with program budget.
- Manage meeting logistics for both virtual and in-person implementation assistance events.
- Serve as principal liaison with program participants on project communications, timelines, logistical needs, and triage implementation assistance support.
- Maintain a platform for resource sharing.
- 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 and the NCHF mission to foster and accelerate the collective impact of hospitals, health systems, and community partners to improve the health of North Carolinians.
- 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 team members, internal subject matter experts, and other NCHA, NCHF, and The Duke Endowment staff on implementation activities.
- Coordinates work with support staff as needed on project logistics.

EXTERNAL RELATIONSHIPS

- Provides support and implementation assistance to program participants and their local stakeholders and health system leaders under the direction of project lead.
- Serves as primary program contact for and supports open dialogue with program funder (The Duke Endowment) regarding program milestones and work products.
- Serves as an NCHF representative with both health system members and community partners.
- Maintains communication and coordinates project deliverables with external project partners, including subject matter experts.

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 performance improvement and change management.
- Experience working with hospitals and/or other community healthcare providers and organizations.
- Experience in meetings management and logistics.
- Experience with facilitation preferred.
- Strong project management and program development skills.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to prioritize and multi-task across multiple project areas.
- Proactive; ability to anticipate needs.
- Ability to work independently and take initiative to meet program goals.
- Critical thinker with strong situational awareness, problem solving skills, and ability to identify data-driven solutions.
- Excellent organizational, planning, and time management skills.
- Excellent written and oral communication skills; ability to clearly communicate needs.
- Knowledge of program development, execution, and evaluation methodologies
- Service oriented.
- Excellent teamwork and collaboration skills.
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint, WordPress and MS Word.
- Demonstrated dynamic communication skills needed to quickly build trusting and strong collaborative relationships, internally and externally.

- 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.
- Some 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.