



pathways to health

Job Description

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Job Title: Programs Manager, permanent casual	Effective Date: 10/03/2016
Organization: Southwestern Colorado Area Health Education Center	FLSA Status: Salaried, Non-Exempt
Position of Supervisor: Executive Director	Class / Pay Code: 20-32 hours per week (varies); half-time benefits

Position Summary: The Programs Manager at Southwestern Colorado Area Health Education Center (SWCAHEC) works in a team-based, interdisciplinary environment, and collaborates with health-related and community partners in eight Southwest Colorado Counties.

As a member of the SWCAHEC staff located in Durango, CO, the Programs Manager (PM) manages current grants and contracts related to primary care and community health activities in SW Colorado. The PM utilizes evidence-based approaches to: Coordinate continuing education programs for health professionals; supervise high school and college level health career interns, primarily public health and nursing students; support and facilitate community-based programs to improve access to primary care; manage community health programs such as: outreach programs for high school students; Teen Health Literacy after-school program; outreach to primary care practices to engage in partnership work; manage temporary contracts such as performing community health assessments, facilitating focus groups and other community meetings, etc. Generally, the PM is responsible for the implementation of multiple, temporary grant and contract-funded programs related to primary care support, currently including as primary care liaison for the Center of Excellence in Care Coordination (CoECC) program, coordinating a Medical Assistant Apprenticeship program, and organizing the Nightingale Luminary Awards Program.

Standard Job Requirements:

1. Supports and complies with the mission, values and vision of Southwestern Colorado Area Health Education Center.
2. Complies with all SWCAHEC policies, rules and procedures.
3. Must be able to communicate clearly and accurately both orally and in written format to internal and external team members (co-workers, supervisors, students, hosts, and community partners).
4. Must have excellent organizational skills and the ability to multi-task.
5. Must be able to manage and prioritize time effectively in order to meet practice, program, and organizational goals and deadlines.
6. Must be able to work independently with minimum supervision.
7. Must be able to work as part of a team and recognize situations which require teamwork.
8. Must be able to establish and maintain effective working relationships with co-workers, supervisors, students, host home owners, other cooperating agencies, and the general public.

9. Must be able to maintain strict confidentiality of all client matters and be able to recognize situations where confidentiality should be maintained even if not legally required.
10. Must have computer knowledge and skills and ability to learn and adapt to new programs and software.
11. Must participate, from time to time, in SWCAHEC-sponsored trainings.
12. Must be willing to travel throughout the state for outreach activities, trainings, or annual meetings. Staff will be fully reimbursed for travel per travel reimbursement policies.
13. This job requires flexible scheduling; as a permanent casual position, hours are based on current grants and contracts. Must also be able to work occasional evening hours for special events.
14. Must be willing to represent SWCAHEC in a professional manner.

Essential Duties, Functions and Responsibilities:

1. Work with the Center of Excellence in Care Coordination (CoECC) Project Director and community partners to:
 - a. Facilitate CoECC efforts, meetings, website, and distribution lists;
 - b. Outreach to primary care offices and nurture and maintain relationships with providers and staff;
 - c. Support achievement towards improved processes and clinical outcomes;
 - d. Coordinate meetings and convenings of various CoECC groups.
2. Participate in quality improvement, data collection methods, and care coordination-related trainings available online, through publications and toolkits, and locally/regionally throughout Colorado;
3. Work toward developing positive, professional relationships with team members, providers, office managers, care coordinators and clinic staff and within the SWCAHEC organization for the benefit of coordinating continuing education opportunities and developing collaborative practices;
4. Use critical thinking and analytical skills to determine needed health professional and public health education, training, or interventions to overcome barriers and/or improve data trends;
5. Link practices and community partners to available external resources, such as consultants and group learning opportunities, to meet specific needs which extend beyond those that are met by the PM's role;
6. Plan, coordinate, and facilitate shared learning collaboratives, focus groups, or other community meetings that are consistent with the needs of primary care or as part of grants or contracts;
7. Effectively facilitate team meetings & leadership alignment on various levels to achieve aims and program goals and deliverables;
8. Document and report on program goals and deliverables and maintain report deadlines;
9. Manage multiple projects & priorities;
10. Possess excellent written & verbal skills in order to produce team updates, written reports/articles, Board Reports, and/or presentations as called for and/or process/edit with team members; assist with grant writing as needed.
11. Maintain current understanding of primary care health care trends related to medical homes, health information technology, payment reform, national health care reform, etc. and translate knowledge to practice and community as applicable.

12. Work as a member of the SWCAHEC team to develop the organization as a resource to support and facilitate transformation of healthcare in the SWCAHEC region;
13. Support student pipeline services through preceptor recruitment and development efforts;
14. Assist with planning and implementing core SWCAHEC programs such as the annual Nightingale Luminary Awards and the Health Careers Camp as part of a team;
15. Attend Team Meetings bi-monthly or when scheduled and weekly supervisory meetings.
16. PM will perform related work as required or assigned by supervisor.
17. Must be able to meet the qualifications, as set forth, of this position at all times, including occasional travel or attendance at evening meetings or events; must have reliable transportation (travel costs reimbursed per employee handbook);
18. This position requires work as part of a team-based model and therefore, work should be completed at the SWCAHEC office. Working from home may be pre-approved by supervisor on a limited basis.

Qualifications:

Education/Training	<p>Graduation from state approved bachelor’s BA (health-related), BS or BSN program required.</p> <p>Preferred: Clinical/primary care experience and previous work in Quality Improvement; facilitation skills; experience with analyzing QI data; experience with health information technology.</p>
Experience	<p>Must have worked or participated in an internship in a health-related setting for a minimum of one year; marketing and outreach experience a plus. Must have strong computer skills including MS Word, Excel, and webinar technology.</p> <p>Working knowledge and understanding of health information technology (HIT), EMR, and data reporting</p> <p>Knowledge and understanding of rural and community health.</p>
Special Skills, Licenses or Certifications	<p>Current, active RN License for the State of Colorado, if nursing degree.</p> <p>Excellent professional and interpersonal communication and facilitation skills.</p>
Physical Demands	<p>Lifting a minimum of 40 pounds may be required; adequate hearing is required to hear/speak with other employees, clients and the public in person and on the telephone; work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time; position requires standing, bending, walking and long periods of sitting.</p> <p>Adequate transportation required.</p>

Work Environment	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; frequent communications, on a daily basis, with the general public, co-workers, students, hosts, and community partners. May require attendance at meetings off-site.
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Approved by:

(Supervisor – Signature)	(Title)	(Date)
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Reviewed by:

(Human Resource Director – Signature)	(Title)	(Date)
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Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with SWCAHEC is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of SWCAHEC. Further, all SWCAHEC employees understand and acknowledge that any loss of funding to SWCAHEC may result in employer restructuring, amended/eliminated job descriptions, and/or termination of employment.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with SWCAHEC policies, procedures, rules and regulations.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)
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