



*pathways to health*

## Job Description

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<b>Job Title:</b> Community Programs Manager	<b>Effective Date:</b> 02/01/2019
<b>Organization:</b> Southwestern Colorado Area Health Education Center	<b>FLSA Status:</b> Salaried, Non-Exempt
<b>Position of Supervisor:</b> Executive Director	<b>Class / Pay Code:</b> Full time, casual (hours may vary)

**Position Summary:** Are you ready to be at the forefront of the changing healthcare landscape? We believe that by strengthening and expanding a diverse healthcare workforce, we positively impact the health of the whole community! Our “small, but mighty” team believes in our mission and goes the extra mile to ensure quality programming and excellence in all we do, while also balancing our personal lives. The Education Liaison 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 Community Programs Manager (CPM) manages current grants and contracts related to entry level health careers, certificate programs and apprenticeships in SW Colorado. The CPM utilizes evidence-based approaches to implement the SWCAHEC mission: *to improve healthcare delivery in rural and medically underserved areas throughout the region, advancing the quality and accessibility of health-related education and community and public health programming for students, professionals, and community members. SWCAHEC places a special emphasis on serving underserved populations and on promoting collaboration with existing health resources while filling gaps that affect the health of the community.* This role requires the ability to: manage, organize and track multiple programs and projects at one time; feel comfortable providing outreach in the community for various projects, including outreach to primary care providers; provide instruction for high school and non-traditional students related to entry level health careers (health navigators/CHW’s, apprentices, etc.); provide and/or facilitate community education such as cultural competency; manage the Opioid Use Disorder Prevention grant, including partnering with regional AmeriCorps and Vista members in the development of a regional stakeholder group to address the opioid crisis in the region; facilitate community meetings; maintain expertise and knowledge of upcoming demands and directions in primary care.

### 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 toward developing positive, professional relationships with community partners, students, 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;
2. 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;
3. Link practices and community partners to available external resources, such as CU Anschutz Medical Campus resources, consultants and group learning opportunities, to meet specific needs which extend beyond those that are met by the Education Liaison's role;
4. Comprehend program and practice QI goals and enact program plans that are consistent with these goals;
5. Plan, coordinate, and facilitate shared learning collaboratives, focus groups, or other community meetings that are consistent with the needs of students and of the healthcare industry;
6. Effectively facilitate community meetings & provide leadership alignment on various levels to achieve aims and program goals and deliverables;
7. Facilitate conflict management & mediation within program participant groups, as needed;
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;
11. Maintain current understanding of primary care healthcare trends related to hospital and practice transformation, medical homes, health information technology, payment 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. Collaborate with community partners in implementation of opioid grant, accountable health communities grants, and other community programs to meet deliverables and timelines.
14. Attend weekly Team Meetings and weekly supervisory meetings.
15. CPM will perform related work as required or assigned by supervisor.
16. 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);
17. This position requires work as part of a team-based model and therefore, work should be primarily completed at the SWCAHEC office. Working from home may be pre-approved by supervisor per the employee handbook.

**Qualifications:**

<b>Education/Training</b>	<p>Graduation from a state approved, accredited four-year program in a public health or related field required.</p> <p>Preferred: MS in public health, nursing or related field. Clinical/primary care experience and previous work in Quality Improvement; facilitation and teaching skills; experience with health information technology.</p>
<b>Experience</b>	<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 video 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>
<b>Special Skills, Licenses or Certifications</b>	<p>Excellent professional and interpersonal communication and facilitation skills.</p>
<b>Physical Demands</b>	<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>
<b>Work Environment</b>	<p>Work is performed in an office setting with exposure to work stress, environmental stress,</p>

	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)

**Reviewed by:**

(Human Resource Director – Signature)	(Title)	(Date)

**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)