

**Program Manager
Cumberland HealthNET
Job Description**

I. Cumberland HealthNET Program – Background Information

Cumberland County has approximately 60,000 uninsured which is 18.8% of the population, based on the North Carolina Institute of Medicine's report dated March 2009. The number of uninsured in North Carolina increased by 22.5% from 2007 to 2009, which was the largest percentage increase in the country.

Cumberland HealthNET is a group of community stakeholders interested in improving the health outcomes of the underinsured and uninsured population in Cumberland County.

II. Cumberland HealthNET

The purpose of this group is to create a coordinated health care system to improve the health of the uninsured.

- Improve access of care
- Improve coordination of services
- Provide needs assessment
- Identify overlaps and gaps in services provided
- Provide community education and resources
- Advocacy
- Leverage and develop outside financial resources to support the work in Cumberland County.

III. Position Title:

Program Manager, Cumberland HealthNET

IV. Responsible To:

The Program Manager is responsible to the Executive Committee of Cumberland HealthNET.

V. Summary of Position:

The Program Manager directs and oversees the operations and programs of Cumberland HealthNET ; works closely with the Executive Committee charged with providing a coordinated system of health care for the low-income uninsured in Cumberland county. Work involves program development and management, funding development, financial management, marketing and public relations, and supervision of patient navigators and other staff. This is a grant-funded position, renewable annually.

VI. *Position Responsibilities:*

1. Manage daily operations of Cumberland HealthNET. Make recommendations to the Cumberland HealthNET's Executive Committee to establish and maintain necessary operational policies and procedures such as financial management procedures, HR policies and procedures, and fund-raising and grant-writing strategies. Directs supervises and evaluates the work of staff; provides training; makes hiring and disciplinary decisions.
2. Manage development, implementation and administration of Cumberland HealthNet programs. Conceptualize and make recommendations to the Executive Committee to create a vision for a future system that would include common software to track patients across providers, common intake applications, case management services to assist patients with managing complex and chronic illnesses, a collaborative effort to improve pharmaceuticals distribution to patients, and the involvement of private sector providers to create a more comprehensive system of care.
3. Collaborate with the Executive Committee and participating agencies to develop and administer a comprehensive service delivery plan that defines benefits to the participating patients, routes the patient to an entry point, establishes qualification guidelines and the enrollment process, develops fee schedules for services, and sets and communicates clear participation expectations for both patients and agencies.
4. Implement the Executive Committee's long-range plan for marketing, to include marketing materials, brochures, flyers, and web-based information regarding the services available for the uninsured. Promote the program at community events, to the local media, and to interest groups.
5. Create a long-range plan for funding and develop strategies for identifying and capturing diverse sources of funding and other revenue to fund needs of the coordinated system. Research and write grant applications.
6. Oversee efforts to work with safety net providers on integrating mental health care in the primary care setting

VII. *Principal Work Relationships*

- Executive Committee and the Medical Director.
- Community agencies – County department of social services, hospital, county health department, Medicaid Network, primary care providers, participating agencies
- Participating physicians in the plan's network.

VII. *Education, Training and Experience*

- Bachelor's degree required, Master's level preferred. Five years of progressively responsible management experience in the health care field or a combination of education and experience sufficient to successfully perform the essential functions of the position.

VIII. Work Schedule

Salary exempt position. Work hours generally from 8:30 – 4:30 p.m. with additional meetings on occasion. Flexibility with hours as required meeting the needs of clients/systems.

Knowledge and Skills

Knowledge of:

- Supervisory principles;
- Budgetary and accounting techniques;
- Financial management concepts;
- Public health and social services programs;
- Non-profit management concept;
- Conflict resolution techniques;
- Local, state, and federal public health legislative issues.

Skill in:

- Preparing and monitoring budgets;
- Resolving conflicts;
- Using a computer and related software applications;
- Supervising and evaluating employees;
- Developing program objectives;
- Preparing and delivering presentations;
- Providing leadership;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Licensing and Certification

- None required.

Physical Requirements and Working Conditions

Typically requires fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

To Apply

Send cover letter and resume to Brenda Sparks, RN, Executive Director of Carolina Collaborative Community Care (4C) at bsparks@carolinaccc.com. Put "Cumberland HealthNET Program Manager" in the subject line.