



## **Direct Service Program Manager Job Description**

**Job Title: Program Manager** – Full Time 37.5 hours per week plus benefits

**Hiring Range:** DOE - approximately \$70,000-75,000 per year

**Prepared Date:** November 15, 2022

**Mission Statement** of the Grand County Rural Health Network is to work in partnership to advocate for and support the health of our community.

### **Position Summary:**

Plans, develops, and manages GCRHN direct service programs, including staff management, program development, compliance and evaluation, collaboration, and communication with other providers, organizations, and community leaders. Interfaces closely with Grand County Public Health, Human Services, and healthcare providers, and other partner organizations. Researches and writes grants to help sustain GCRHN programs. Develops and monitors budget for GCRHN programs. Manages grant reporting for programs.

Bilingual Spanish speakers strongly encouraged to apply.

To apply, send letter of introduction and resume to: Amanda Uehlein, Associate Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email [auehlein@gcruralhealth.org](mailto:auehlein@gcruralhealth.org).

### **Supervision Received:**

Reports to and receives general direction from the GCRHN Associate Director.

### **Supervision Exercised:**

Is responsible for the overall direction, coordination, compliance and evaluation of the direct service programs and program staff including patient navigation team and health coverage guides. Provides supportive coaching, empathetic listening, and empowering guidance to staff. Carries out supervisory responsibilities in accordance with the organizations' policies and applicable laws. Responsibilities include interviewing, onboarding process, and training; planning and delegating work; appraising performance; addressing complaints and resolving problems.

### **Essential Functions**

1. Responsible, with direction from Associate Director, for the overall management, promotion, funding, and growth for established direct service programs, such as Patient

Navigator, Health Coverage Guide, and ACHES and PAINS vouchers, as well as other programs that may be developed.

- Interface with providers, clients, and community for program development, management, and data informed growth and change. Provides administrative oversight and support for existing programs and collaborative partnerships.
  - Attends program meetings with funders and cohorts to ensure alignment and compliance with best and emerging practices.
  - Responsible for coordination and transactions with outside vendors.
  - Directs program-related administrative duties, including scheduling program meetings and meeting preparation for staff, partners, and advisory committees.
  - Responsible for management of ACHES and PAINS program vouchers. Includes directing day-to-day management, growth and sustainability, and partner and provider outreach.
  - Establishes and maintains program database, updates, and filing systems.
  - Responsible for advertising and marketing of programs, including print, social, and online media. Works with team to implement marketing.
2. Provides supportive coaching, empathetic listening, and empowering guidance to staff.
    - Responsible for equitable and empathetic human resources management of program staff.
    - Provides overall direction to program staff to effectively accomplish the Network and program goals, administer policies of the Network, conserve the Network's assets and resources, and maintain and enhance its standing in all internal and external relationships.
    - Manages a program team with a diverse array of talents and responsibilities.
  3. Responsible for sustainability of programs including fund raising, grant writing, grant and program evaluation reporting, and program-specific volunteer recruitment and training.
    - Completes monthly, quarterly, and annual program evaluation report; ensures client surveys and evaluation regularly occur; and evaluative learning on program improvement as a result of data regularly occurs.
    - Produces accurate, timely, and transparent reporting of program status throughout its lifecycle.
    - Works with the Executive and Associate Director and Strategic Development Manager to research grant opportunities and monitor upcoming deadlines of current grants, writing grants and overseeing awarded grants including monitoring progress, coordinating activities, and evaluating results. Interfaces with Grantees and Foundations.
    - Assures compliance with all aspects of Network's programs, including goals, activities budget, funding, operational and administrative functions.
    - Participates in organization of fundraising and community outreach events.
    - Continuously works with the Associate Director to monitor issues or risks that might affect the ability of the Network to meet its program and grant funding objectives.
  4. Reviews and manages, with Associate Director, program budgets and cash flow statements for program. Reviews profit and loss, and statement of activities, and grant-specific profit and loss for programs. Prepares and reports to the Associate Director.
  5. Advocates on behalf of clients and rural community at local, regional, and state level.

6. Assumes responsibility for projects and assignments as assigned by the Executive or Associate Director.

### **Experience and Education**

Minimally 3-5 years' experience in direct client service work. Experience in community health program management and development, and/or direct supervision and training a plus. Successful track record in written communication that can be transferred to grant writing. Bachelor's degree preferred, preferably in a health-related or human services field. Comparable professional direct service and supervisory experience accepted.

### **Preferred Knowledge**

- Thorough understanding of the health care and human services environment.
- Knowledgeable in community health, mental health, public relations, fund development, grant/proposal writing, and communication principles and practices.
- Experience working directly with clients.
- Knowledge of Grand County healthcare services and organizations.

### **Skills & Abilities:**

- Demonstrated direct client experience.
- Demonstrated experience in the day-to-day management and growth of community health programs.
- Demonstrated experience working with others on a team and across agencies or sectors.
- Demonstrated skill in written communication to write grants, reports, and proposals.
- Demonstrated skill in verbal communication to give direction, provide facilitation, develop relationships, foster collaboration, give presentations, and provide peer support.
- Ability to greet and meet public and professionals in a positive and professional manner.
- Ability to work independently without close supervision in an independent work environment.
- Ability to follow through on assignments, grants, activities as requested in a timely fashion.
- Ability to establish and maintain effective working relationships with people of varying levels of professional and societal power, including but not limited to foundations, human service providers, medical providers, clients, and other partners.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives, and a budget to achieve the stated above.
- Skilled in the use of Microsoft Word, Excel, Publisher, PowerPoint software and Internet.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**Vaccine Requirements:** Our contractor for the Care Coordination Program, Rocky Mountain HMO, mandates GCRHN employees are fully vaccinated in order to do this work. Therefore, employees are mandated to be fully vaccinated and submit proof of vaccination at the time of hiring.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is the normal level found in a shared office.

**Benefits:**

Employees of the Grand County Rural Health Network are also eligible for our benefits program, which includes medical insurance beginning the first day of the month after you start, 401(k), vacation time, sick pay, flex hours, and 30% working from home, and other benefits which will be described in more detail in both the employee handbook and orientation package.

**Trial Period:**

New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation and working from home option 30% of the time.