

GRADE: 15
DIVISION: Office of Community Health and Quality Improvement

BACKGROUND INFORMATION:

The Center for Community Health (CCH) is a case management-based center to deliver effective community health and social programs to improve the health and well-being of clients in Tulsa County. The short-term goal of the CCH is to reduce Emergency Room readmission rates and increase Primary Care Physician follow-up appointments by providing case management and in the long-term, reduce the incidence of disease and eventually the life expectancy gap. The CCH will use a Community Health Worker (CHW) focused intervention including case management, community referrals, health education, advocacy, and home visits.

POSITION SUMMARY:

This position is primarily responsible for managing and expanding the CCH program, identifying and developing community partnerships, and then working with partnering health systems to tailor program designs meeting priority health concerns and reporting on a weekly or monthly basis as determined by each specific health system. This position will evaluate staff performance and assist in the development of staff professional skills by providing and encouraging relevant trainings. This position requires resourcefulness in locating appropriate community referrals and establishing referral points of contact to meet client needs. Additionally, the position will identify evidence-based programs and evaluation metrics to support the development of program decisions. This position will report to health system leadership by leading the meeting agenda, updating monthly report cards, coordinating related outcome reports, and adjusting the program focus, evaluation metrics, and workflow as requested or deemed necessary.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The following functions represent most duties performed by the position but are not meant to be all-inclusive or prevent other duties from being assigned when necessary.

ESSENTIAL JOB FUNCTIONS (100% of Time):

1. Monitor and manage day-to-day operations of the CCH funded project to ensure deliverables, program objectives, and metric goals are met.
2. Work with the CHWs, health system staff/leadership, and THD to develop and prioritize program goals, objectives, and track project evaluation.
3. Support the development of the program and/or training curriculum with evidence-based practices and well-founded research
4. Manage contracts, budget, and supply orders.
5. Conduct weekly staff meetings to communicate project progress and secure advice and input. Conduct monthly health system meeting and provide report card of program metrics to health system leadership and to Associate Director, Office of Community Health and Quality Improvement. Provide annual report to THD and health systems.
6. Provide professional and technical supervision to direct reports through weekly/monthly, group, and/or individual meetings.
7. Train and supervise personnel to ensure a high quality of professional service and maintenance of THD agency policies and standards; and provides in-service education and selected responsible work assignments to encourage and enhance staff development.
8. Build on existing efforts/partnerships with a focus on upstream factors that play a fundamental causal role in poor health outcomes to help address health by linking vulnerable patients to health and social services they need across the lifespan.

9. Plans, develops, and implements a system for documentation and reporting activities to include communication, outreach, and interaction with partner resources, and collecting and distribution of care coordination to programs, meetings, and agency visits.
10. Organizes daily activities of the program's staff to meet objectives; establishes individual performance goals for employees, supervises their performance, and coaches them on how to perform effectively and efficiently; conducts performance evaluations for direct reports and provides constructive discipline as needed; and recommends salary adjustments.
11. Prepares impact and outcome reports/metrics and maintains necessary records; and recommends the purchase of supplies and equipment.
12. Keeps current with community resources and relevant training related to early childhood development, protective factors, collective impact, cultural awareness, etc.
13. Maintains established program standards, techniques, policies and procedures; and prepares and presents in written form, or orally, training programs on public health topics.
14. Interviews applicants for open positions; and makes employment and termination recommendations in conjunction with the Office of Legal Services and Human Relations.
15. Keep the THD Associate Executive Director informed regarding program and personnel details.
16. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:

Education: Master's degree preferred in public health, social work, health care administration or health related field.

Experience: At least four years of experience, including two years in an administrative, supervisory, or consultative capacity in the health field. Experience working with community health partners and ability to illustrate maintained partnerships in the community. Presenting data and writing reports to community partners. Budget development and management skills are essential to the success of this position.

Knowledge and Skills:

- Advanced skills using Microsoft Word and MS Office applications including Excel, and computer databases such as Qualtrics.
- Excellent oral and written communication skills, and in following oral and written instructions.
- Excellent interpersonal skills to maintain effective and satisfactory working relationships both internally and externally with minimum direction.
- Knowledge of drivers of health inequity, social determinants of health and understanding of the effects of place, race and policy, systems and environment-based inequities on marginalized communities and populations.
- Knowledge of an integrated healthcare delivery system model with emphasis on the coordination of clinical health care, population health care, and preventive services.
- Handle confidential work with tact and discretion.
- Must be highly motivated and capable of working under demanding time constraints and multi-tasking with minimal supervision.
- Understanding or experience with the CHW model preferred.
- Ability to research evidence-based practices between health system population health strategies and public health efforts using the CHW model.

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:

- Regular internal contact with various staff and colleagues to coordinate meetings, develop and provide trainings, and coordinate care for the identified priority population.
- External contact with outside health agencies to exchange information to assist CHW's, coordinate care, establish and facilitate coalitions, and link clients to appropriate services.

PHYSICAL EFFORT:

- No unusual physical effort.

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:

Direct Supervision – Supervisors in each health system location.

Indirect Supervision – none

Budget/Money/Material – Responsible for submitting information for annual budget and monitoring of budget expenditures; and responsible for assigned computer and software.

Reports to – Associate Director, Office of Community Health and Quality Improvement

WORKING CONDITIONS:

- Saint Francis Health System and potentially additional health systems.

SPECIAL REQUIREMENTS:

- Must maintain THD record confidentiality according to HIPAA regulations.
- Must possess ability and willingness to perform job-related travel.

FLSA Status: Exempt