



Job Description

PROGRAM MANAGER

POSITION SUMMARY:

The Program Manager (PM) is responsible for supervising the work of the Community Health Workers in the care of their patients. The Program Manager will also support the growth of Community Health Workers and ensure the welfare of all program patients.

PERMANENT AND ESSENTIAL RESPONSIBILITIES:

- Provide close supervision and bi-monthly one-on-one case reviews with each of 10 Community Health Workers (CHW) and one Community Health Worker Team Leader.
- Lead ongoing CHW trainings in health promotion, medical and social accompaniment, and health system navigation.
- Support and guide CHWs in their daily activities with their individual patient cases.
- Facilitate continuing quality improvement of CHW programmatic activities including evaluation and reporting, up-to-date documentation of patient cases, service care plans, assessment forms, and progress notes.

WORKING CONDITIONS:

- 70% - 80% - Office work
- 20% - 30% - clinic, home, or agency based work with patients and providers

SUPERVISORY RESPONSIBILITIES:

- Supervision of 11 Community Health Workers

EXPECTATIONS:

The job of the Program Manager is a full-time position. Weekend and evening hours may be needed to accommodate the needs of the patients and Community Health Workers.

COORDINATION & SUPERVISION OF COMMUNITY HEALTH WORKER ACTIVITIES:

- Bi-monthly one-on-one supervision meetings with Community Health Workers:
- Intakes
- Hiring, training, and evaluation of CHWs
- Weekly Team, Meetings/Rounds
- Evaluation and Reporting Activities
- Quality Improvement Activities

SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:

- Demonstrated respect for people with chronic illness including mental illness.
- Demonstrated ability to work with people using substances.
- Knowledge of harm reduction strategies, mental health and crisis intervention experience including knowledge of emergency psychiatric and child protection services.
- Creativity, flexibility, sound judgment, and ability to take initiative.
- Strong communication and writing skills and experience writing reports and synthesizing data.
- Excellent time management and organizational skills.
- Demonstrated ability to work as an effective team member and leader in a complex and fast-paced environment.
- Excellent interpersonal skills and demonstrated ability to interact professionally with culturally and educationally diverse staff and patients.

POSITION REQUIREMENTS:

- Master's degree (MSW, MA, MPH), or equivalent training and experience required.
- ***English written and oral fluency required. Fluency in Spanish, Portuguese, and/or Haitian Creole preferred.***
- Relevant professional experience in the areas of health and human services, care management of complex patients, chronic disease, mental health, counseling, and substance use preferred.
- Experience supervising CHWs or case managers preferred.
- 4-6 years of case management experience preferred.
- 3-5 years of supervisory and program management experience required.
- Demonstrated leadership or program management experience including evaluation and Quality Improvement experience.
- Excellent interpersonal skills and demonstrated ability to interact professionally with culturally and educationally diverse staff and patients.
- Possession of a vehicle and valid license is preferred.

**TO APPLY FOR THIS POSITION – PLEASE CLICK ON THE
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<https://home.eease.com/recruit/?id=513575>