

Job Description

Job Title	Program Manager, Social Impact		
Effective Date	January 1, 2025	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

ABOUT THE NORTH CAROLINA HEALTHCARE ASSOCIATION AND FOUNDATION

The North Carolina Healthcare Association (NCHA) is a state-wide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, and other healthcare services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leveraging the scope and scale associated with a \$20+ million-dollar organization, which is funded by members' dues, grants, and shared services.

The North Carolina Healthcare Foundation (NCHF) is the 501(c)(3) affiliate of NCHA. NCHF supports the Association's work in quality improvement, patient safety, behavioral health, and rural health care.

PURPOSE

The Program Manager, Social Impact is responsible for working with identified communities to assess opportunities for enhancing local infrastructure for community collaboration that supports the elevation of community voice to drive sustainable change in partnership with hospitals and health systems. The Program Manager, Social Impact will have experience in human-centered design practices and creating inclusive spaces for collaboration and consensus building to engage various sectors in community change efforts.

Under the Director, this role is responsible for supporting, implementing, and managing the Robeson Social Impact Project, which focuses on taking a systems approach to addressing social determinants of health in a rural county.

This position is grant funded and will be reviewed annually based on funding availability.

RESPONSIBILITIES

Program Development

- Support in the development of strategies to improve the implementation of sustainable health improvement tools and resources for hospitals and community-based organizations.
- Lead the content development for the Learning Collaborative aimed at supporting local capacity building of community-based pilot organizations.
- Support the development of content for Community Development Team engagement.
- Lead the development of a Social Impact Playbook to translate learnings into a vehicle for replication in other communities.

Relationship Management

- Serve as key contact for community-based pilot organizations.
- Support the engagement of anchor institution and sector leaders, drafting communication and facilitating regular touch-points with Director.
- Apply human-centered design practices to engage stakeholders, increase cross-sector buy-in, and work towards establishing and achieving shared goals.
- Work with NCHF data team to review community health data and benchmark the status of investments in health and payment methods.
- Co-facilitate convenings to create inclusive spaces for collaboration and consensus building across communities, sectors, anchor institutions, and hospitals and health systems.
- Oversee the management of identified content experts and contract partners.
- Cultivate and maintain relationships among key internal and external partners.

Project Management

- Provide day-to-day project management across the project lifecycle.
- Develop and manage project plans, timelines, deliverable completion and outcomes, and communicate project progress and risks to internal and external stakeholders.
- Oversee all project documentation, such as project trackers, dashboards, meeting minutes, and programmatic reports.
- Monitor and track expenditures in alignment with program budget.
- Manage meeting logistics for both virtual and in-person community engagement.
- Maintain platform for resource sharing.
- Provide project data management in support of project tracking, Race, Ethnicity, and Language (REAL) data, and program evaluation efforts.
- Perform other tasks and duties as assigned.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for A North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Collaborates with program leads, evaluation and data teams members, internal subject matter experts, and other NCHA, NCHF, and Kate B. Reynolds Charitable Trust staff.
- Coordinates work with support staff as needed on project logistics.

EXTERNAL RELATIONSHIPS

- Develops and maintains good working relationships with community organizations and leaders, health systems, healthcare providers, local community technical assistance providers, and funding partners.
- Maintains communication and coordinates project deliverables with external partners such as the NC & SC state agencies, community-based organizations, local governments, and other philanthropies.
- Provides support and assistance to program stakeholders under the direction of assigned project leads.

EDUCATION AND EXPERIENCE

- Bachelor's degree in an applicable field required
- Minimum two (2) years direct experience required in project or grant management role, preferably in a healthcare, public health, or social work setting
- Demonstrated experience in project management, performance improvement, and change management with excellent detail orientation, communication, and organizational skills
- Experience with coalition building and facilitation preferred
- Strong project management and program development skills
- An equivalent combination of education, training, and experience may be considered

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated dynamic communication skills needed to quickly build trusting and strong collaborative relationships, internally and externally
- Strong organizational, planning, and time management skills
- Knowledge of program development, execution and evaluation methodologies
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint, WordPress and MS Word
- Analytical/Critical thinker
- Service-oriented
- Excellent written and oral communication skills
- Experience with database and website management
- Experience with project management software

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office or home office environment. Position can be based anywhere in North Carolina
- Use a computer throughout the workday.
- Some travel throughout North Carolina, including meetings held in Robeson County (or other identified Social Impact site) approximately once per month and periodic meetings at NCHA headquarters

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, or other protected status.