



CHC Sustainability Manager (Workforce)

Position Description

Position:	CHC Sustainability Manager (Workforce)	Date:	07.14.2020
Reports To:	CHC Sustainability Director	FLSA Status:	Exempt
Supervision:	N/A	Pay Type:	Salary
Hours:	1 FTE	Starting Range:	\$52,000 - \$58,200

Approved By: Joan Watson-Patko, Executive Director

_____ Date _____

OPCA commits to an equitable and inclusive workplace, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive language, and cultural sensitivity.

1. Primary Purpose

The CHC Sustainability Manager contributes substantial subject matter and project management expertise to the development and implementation of technical assistance and training programs that support health center workforce; members exploring new health center access points; nonmember entities considering FQHC status; as well as health center governing board training, as needed. The CHC Sustainability Manager works in close partnership with the CHC Sustainability and Transformation Directors to provide daily management of technical assistance and training programs including project management of the above specific bodies of work and delivery of technical assistance to members.

2. Essential Duties and Responsibilities (~80% of time)

Technical Assistance (TA) and Training Program Management

- Health Center workforce support constitutes 75% of this position.
- This position supports the development, implementation and evaluation of OPCA’s strategic approach to supporting health centers in workforce priorities which includes but is not limited to federal and state incentive programs; NHSC partnerships; maintain/developing new workforce partners; meeting new HRSA workforce requirements; and leading an HR leaders peer group. As the landscape changes and continues to evolve, focus topic areas may change and evolve as well.
- As the lead in developing, implementing and evaluation OPCA’s strategic approach to supporting health centers in workforce priorities (in conjunction with the Sustainability Director) you will:
 - a. Develop a workforce development program plan establishing timelines, metrics and outcomes.

- b. Develop, conduct and analyze comprehensive needs assessments to determine status of workforce related needs at health centers.
 - c. Develop and implement technical assistance, coordination and management of efforts across Oregon FQHCs in the area of workforce development.
 - d. Establish and facilitate a peer group made up of health center HR leaders (or other leadership staff responsible for workforce planning).
 - e. Provide support, resources, best practices and information to health center staff in the area of workforce development and serve as the primary interface between OPCA and workforce development partners.
 - f. Collaborate and partner with the HRSA Region 10 workforce staff and National Training and TA Partners (NTTAPs) on promotion and development of joint workforce related trainings and technical assistance for health centers.
 - g. In collaboration with the state Primary Care Office (PCO) and Oregon Office of Rural Health (ORH), maximize state and federal resources by notifying health centers of programmatic updates or changes in the National Health Service Corps Loan Repayment program, Oregon State Loan Repayment Program, Nurse Corps Loan Repayment Program, J1 Visa Waiver program, etc.
 - h. Participate in all TTA required by HRSA to meet their requirements for this position such as participate in TTA on the use of the Readiness to Train Assessment Tool (RTAT™), administer the RTAT™ using an online software tool, and provide targeted TTA to health center staff on the RTAT™ and advance HRSA required Health Professions Education & Training (HP-ET) initiative.
 - i. Establish strategic partnerships between community colleges, four-year colleges, and universities to recruit and retain students from rural and underserved communities who have a strong desire to pursue a career working in a health center.
- Provides daily program management for delegated bodies of work within the CHC Sustainability-focused components of the technical assistance and training programs work plan to achieve effective support to members exploring new health center access points; nonmember entities considering FQHC status; as well as health center governing board training, as needed. This constitutes 5 % of this position.
 - In partnership with the CHC Sustainability and Transformation Directors, contributes to the development and successful completion of team processes for aligning, coordinating and integrating Sustainability and Transformation work priorities and plans that are driven by the OPCA strategic plan, funded commitments and resource availability.
 - Manages the deployment of specific grants and/or projects in order to advance team priorities, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, and providing direct technical assistance and training to OPCA members in quality improvement of relevant program areas.
 - Acts as a thought partner on new program strategy and design in order to promote alignment, coordination and integration across programs, and ensure effectiveness of implementation plans and advancement of organizational priorities.

Member and Partner Engagement

- Builds and maintains partnerships with key stakeholders at the state, regional and national level to advance delegated priorities.

- In partnership with CHC Sustainability and Transformation Directors, develops and distributes program communication pertaining to delegated bodies of work; contributes to coordination and integration of external communication regarding department work in order to improve program effectiveness and promote member engagement.
- Contributes to the development and maintenance of member relations and knowledge management tools in order to improve program evaluation, internal documentation and tracking of member information, and external communication of program-related materials.
- Travels to relevant conferences and meetings in order to maintain knowledge of landscape, build partnerships and promote brand awareness within work area.

Program and Resource Tracking, Evaluation and Reporting

- Partners with CHC Sustainability and Transformation Directors to develop and implement program activity tracking tools in order to ensure program deliverables are met, and demonstrate activities, outcomes and impacts within pertinent program area.
- As delegated, contributes to or leads preparation of funder-required program reports to manage completion of OPCA grant cycles, partner relationships and program close-out.
- In partnership with the CHC Sustainability and Transformation Directors, contributes to team development and successful implementation of TA and Training program evaluation and communication of results with key stakeholders to demonstrate program impact and value.

3. Essential Strategic & Leadership Responsibilities (~10% of time)

- May or may not supervise staff with an emphasis on supporting team collaboration and individual mentorship and success.
- In partnership CHC Sustainability and Transformation Directors, contributes to development and management of resources for program area.
- May be involved with one or more internal OPCA committees.
- Involvement with Board of Directors

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g. scheduling, time sheets, internal organization communications, etc.)
- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.

Knowledge, Skills, and Abilities

- Broad knowledge and understanding of FQHCs and their/our mission.
- Strong project/program management skills.
- Excellent organizational skills with demonstrated ability to successfully manage long-term and short-term projects simultaneously and to anticipate upcoming events, deadlines, and expectations to prioritize multiple tasks.
- Experience with supporting health center workforce.
- Experience in researching models and concepts, tracking workflows, and sharing written information.
- Ability to think strategically and deliver technically.

- Knowledge, skill and ability to establish and maintain effective working relationships with a wide variety of personalities and organizations.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities; enthusiasm for collaboration, communication, and celebration.
- Ability to work with diverse partners and leverage areas of expertise.
- Excellent interpersonal, oral and written communication and organizational skills.
- Some marketing skills
- Ability to self-direct with a high degree of organization.
- An ability to work with people who think, act, look, and/or live in a manner different from one's self.
- Effectively represent OPCA in a wide variety of settings
- Strong computer skills, including thorough knowledge of Word, Excel, Power Point, etc.

5. Minimum Qualifications and Experience

- At least 2 years related professional experience in healthcare workforce development and a Bachelor's degree, or an equivalent combination of training and experience.
- Fluency in written and spoken English required.

6. Preferred Qualifications and Experience

- Experience with FQHCs and/or organizations supporting FQHCs
- Experience with mission driven membership associations
- Experience in workforce planning and development in community based settings to support the enhancement of workforce training and technical assistance activities.
- Lived experience with receiving care at FQHCs

7. Specific Job Attributes

- **Job Complexity:** An experienced professional with a full understanding of area of specialization; resolves a wide range of issues in creative ways. This job is the fully qualified, career- oriented position. Works on delegated problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Applies problem-solving skills gained through past experiences to company guidelines.
- **Impact:** Failure to achieve objectives will have an impact on unit and the organization.
- **Degree of Work Direction & Project Management:** Moderate supervision with latitude to make decisions to achieve defined goals. Proposes methods and procedures on new assignments. Contributes to team objectives and outcomes as guided.
- **Responsibilities as a Team Member:** Contributes to team objectives and outcomes in line with organizational outcomes as guided. Consults with upper management on highly complex projects. Partner with upper management to set objectives for assigned unit/area.
- **Internal & External Contacts & Communication:** Builds productive internal/external working relationships. May serve as an external spokesperson for the organization within their work area.
- **Leadership & Supervision of Others:** Generally manages processes and activities of functional area or team, may or may not provide reporting supervision to members of the team. May provide mentorship on area of expertise.

- **Innovation & Quality Improvement:** Leads improvement in program area and may develop innovative programs in area of expertise to improve health center and/or OPCA value. Builds and maintains partnerships with CHC leaders, partners and other key stakeholders to support innovation and improvement.
- **Responsibility for Administrative Work:** Responsible for project management of individual work, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, distributing relevant communications, and managing personal administrative needs, such as travel planning and expense reimbursement reports. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities for the organization and availability of team resources.
- **Budgetary & Fiscal Responsibility:** Contributes to developing and managing program budgets in partnership with upper management. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements.

8. Travel Required

- In and out-of-state travel is required for this position. If using a vehicle for work related travel, must possess valid Oregon driver license and provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or be insurable if renting. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

9. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.
- Duties will be performed in both an office setting and out in Community Health Clinics.

10. 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 behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do. OPCA promotes diversity and inclusion in our workplace by engaging with diverse communities and making space for candidates of color in our hiring practices.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through HR Manager for standardization and the Senior Director who oversees this team.***