

COMPANY: Family Healthcare Foundation
JOB TITLE: Program Manager
REPORTS TO: Executive Director
LOCATION: Hillsborough County-wide: Tampa, FL; Hybrid-position
EMPLOYMENT TYPE: Full-Time
STATUS: Salary; Exempt
HOURS: 40 hours per week
SCHEDULE: Varies; Typically: Monday – Friday; 8:00 AM – 5:00 PM
COMPENSATION: \$55,000 - 65,000 per year

SUMMARY:

The Program Manager position, in participation with the leadership of the Family Healthcare Foundation and a wide range of internal and external partners, will develop, execute, and scale a county-focused solution to address Social Determinants of Health for a target population. This position builds upon the roles and duties of the Healthcare Navigator by coordinating community engagement, developing partnerships, and facilitating outreach events in a designated region of the coverage area of The Family Healthcare Foundation. The Program Manager will lead the launch of a pilot program, will report directly to the Executive Director of The Family Healthcare Foundation and will also work closely with the Director of Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (*including but not limited to*):

- Development and oversight of workflow/processes, tracking spreadsheets, and electronic case files.
- Oversight of the daily activities of the Social Determinant of Health (SDoH) Navigators to include, but not limited to: reviewing cases to provide support and feedback, monitoring caseload assignments and enrollment targets, reviewing case duration, reviewing case notes for accuracy and completeness, and providing individual feedback regarding programmatic performance targets.
- Responsible for managing outcomes and will help analyze reports and identify any performance gaps and opportunities for improved performance.
- Develop, coordinate, and maintain relationships within community agencies that focus on addressing social determinants of health to include, but not limited to, the non-clinical factors that influence an individual's health: access to food, stable housing, transportation, or other socioeconomic factors.
- Ensures client care plans are implemented in collaboration with SDoH partners.
- Conduct public education and outreach activities for community partners and provide information and services in a fair, accurate, and impartial manner.
- Identifies staffing needs and strategies to ensure appropriate coverage to meet daily and unexpected requirements.
- Functions as a key contributor to the SDoH Navigator team by conducting screenings, assisting with enrollment, and case management duties.

- Provides technical assistance, mentoring, and coaching to SDoH Navigators, as well as identifies SDoH-focused topics and learning opportunities, to foster ongoing improvement.
- Provides written summaries of activities for program reports, as requested by the Executive Director or Director of Operations.
- Maintain expertise in eligibility, enrollment, and program specifications for publicly funded healthcare plans.
- Conduct public education activities to raise awareness about the Family Healthcare Foundation's services, the Hillsborough County Health Care Plan, Florida KidCare, the Health Insurance Marketplace, and Florida Medicaid.
- Provide appropriate referrals to all consumers when necessary.
- Provide information in a manner that is culturally and linguistically appropriate to the population being served, including individuals with limited English proficiency.
- Ensure accessibility and usability of enrollment tools and functions for individuals with disabilities.
- Assist all consumers, whether or not they are a member of the community to be served.

KNOWLEDGE AND EXPERIENCE REQUIRED:

- Education: Bachelor's degree required; Master's Degree (Public Health, Public Administration, etc.) highly preferred.
- Experience: A minimum of seven (7) years of experience working in social services and/or public health programming required, to include three (3) years of progressive project or contract management experience. Two years of work experience may be substituted with a completed Master's degree.
- Current or prior certification as a Marketplace Navigator or Certified Application Counselor, preferred.
- Language skills in addition to English, preferred.
- Ability to successfully pass a Level II background screen, required.
- Ability to travel to local, remote worksite locations.

SKILLS REQUIRED:

- Practical knowledge and understanding of case management and/or social services, data analysis, and social determinants of health.
- Ability to work with diverse partners and leverage areas of expertise.
- High level of comfort with programmatic start-up and an ability to think strategically, create direction, and deliver technically.
- Ability to be self-directed, and able to manage and organize competing projects and priorities.
- Exceptional work ethic with excellent interpersonal, organizational, and planning skills.
- Ability to exercise independent judgment as appropriate and to work independently with little direct supervision.
- Ability to build and maintain cooperative alliances with community organizations and agencies.
- Exceptional customer service skills.
- Ability to communicate, both verbally and in writing, effectively with staff, volunteers, and FHF clients.
- Ability to make sound decisions that support FHF's mission and vision.
- Excellent attention to detail and organizational skills.

- Demonstrated knowledge of Microsoft Suite, such as Word, Excel, and PowerPoint.
- Functional knowledge of Google Drive.
- Multitasking, time-management, and project management skills with the ability to prioritize tasks and meet deadlines.
- Be detailed oriented, self-directed, and responsible.
- Be able to identify opportunities for/and conduct public-speaking activities.
- Possess strong written and oral communication skills which are critical to ensure that the Program Manager will be effective in representing TFHF in the community and accurately assisting individuals and families.
- Have expertise in public programs for healthcare, including Florida Medicaid, Florida KidCare, the Health Insurance Marketplace, and county/local resources.

BEHAVIORS REQUIRED:

- Customer-service orientation.
- Highly motivated with the ability to show initiative and work independently.
- Ability to take direction.
- Ability to be discreet and handle highly sensitive/confidential information in a responsible manner.
- Ability to handle diverse, simultaneous tasks, meet deadlines, and attend to follow through.
- A positive outlook and vision.
- Must stand by the service we deliver.
- Lifelong learner who enjoys improving knowledge.
- Strong professionalism both in appearance and presentation.
- Can work independently.
- Ability to willingly attend and participate in training sessions.

PHYSICAL DEMANDS:

Light to moderate physical activity performing activities to include:

- Sitting, standing, and/or walking for an extended period of time.
- Lifting 25 lbs. or more.
- Working in a well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.
- Using manual dexterity sufficient to handle/reach items.
- Using close/distant/peripheral and depth perception.

No job description or policy of the Family Healthcare Foundation may be interpreted to allow any employee, volunteer, or representative to violate local, state, or federal law.

Signature

Date

Print Name