

POSITION DESCRIPTION
CKC SUPERVISOR



COMPANY:	Family Healthcare Foundation
JOB TITLE:	Connecting Kids to Care (CKC) Supervisor
REPORTS TO:	Executive Director and Deputy Director
LOCATION:	Tampa Bay, Florida; Hybrid-position
EMPLOYMENT TYPE:	Full-Time
FLSA STATUS:	Salary; Exempt
COMPENSATION RANGE:	\$57, 000.00 – \$62, 000.00

SUMMARY:

The Connecting Kids to Care (CKC) Supervisor is responsible for ensuring program objectives and goals are successful, and managing the planning, implementation, coordination, monitoring, and evaluation of the CKC Program. This position will have a dual reporting structure, with accountability to both the Executive Director and the Deputy Director. The CKC Supervisor plays a crucial role in leading our team that assists consumers with healthcare coverage applications and concrete support in Hillsborough County. Through outreach and education, the CKC Supervisor and the CKC team increase consumer awareness of publicly funded healthcare programs and ensure that children and their families have access to healthcare services.

KEY RESPONSIBILITIES:

Operations:

Ensure program effectiveness.

- Supervision of CKC team deliverables.
- Suggest and implement improvements to programs and services.
- Develop and oversee digital outreach initiatives to enhance program visibility.
- Collaborate with community members and stakeholders to determine essential programs and services.
- Track the progress of programs within the organization and ensure integrity of all data.

Programs:

Provide face-to-face support at Children's Board Resources Centers for healthcare coverage programs. (Florida Medicaid, the Health Insurance Market, Florida KidCare, and Hillsborough County Health Care Plan).

- Support families and ensure that our services align with the community we serve.
- Guides the team to achieve job performance excellence and program success.
- Conducts public speaking to promote the program.
- Maintain 10-20 children in the well-child program.

Knowledge & Experience:

- Preferred: 2 years of nonprofit organization experience in Hillsborough County.
- Preferred: Experience in public healthcare programs (e.g. Florida Medicaid, Florida KidCare, the Health Insurance Marketplace and county/local resources)
- Preferred: 2 years of experience in a supervisory role
- Required: Bachelor's degree
- Preferred: Master's degree
- Required: Project Management Certification or equivalent work/internship experience.

Competencies:

- **Organizing:** Capable of coordinating resources effectively to achieve objectives.
- **Personal and Interpersonal Skills:** Ability to build effective relationships and foster collaboration.
- **Directing Others:** Can provide clear directions and objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.
- **Ability to Deal with Ambiguity:** Effectively copes with change and comfortably handles risk and uncertainty.
- **Acts Decisively:** Shows good judgment and makes timely and informed decisions. Seeks to effectively identify, analyze, and rectify problems.

Other Skills:

- **Information Technology:** Proficient in Microsoft Office Suite, particularly skilled in Microsoft Excel. Experience with Customer Relations Management (CRM) platforms and e-mail marketing platforms preferred.
- **Operations:** Project Management
- **Relationships:** Skilled in meeting, building, and reinforcing relationships with a wide range of clients and funding populations. Able to successfully engage with clients, staff, funders, vendors, sponsors, prospects, friends, and potential friends.
- **Communication:** Excellent listening skills with patience and a positive attitude. Committed to the organization and its people. Excellent written and verbal skills (professional writing)
- **Professionalism:** Positive outlook with a professional presentation and attitude.
- **Comfort Level:** Able to work comfortably with individuals with physical, intellectual, and emotional disabilities.