



JOB DESCRIPTION PROGRAM MANAGER

Reports to: Executive Director

JOB SUMMARY:

Facilitate and support education, training, and quality improvement interventions for WCAAP in its role supporting providers and improving child health and well-being. Staff standing or ad hoc WCAAP teams. Responsible for program management, summarizing and preparing data and research, coordinating workshops and trainings, preparing education materials, communicating with WCAAP trustees, members, staff and stakeholders. Collaborate with WCAAP members and partners in evaluation, coordination, and promotion of results.

QUALIFICATIONS

*The **minimum** qualifications listed below (along with education/experience) are representative of the knowledge, skills, and abilities needed to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this position.*

Required Education/Experience:

- Bachelors' Degree in Social Sciences, health, communications or related field, or equivalent combination of education and experience
- Minimum of three (3) years progressively responsible experience supporting health care policy, health promotion, quality improvement or health care management, performing project management/coordination in a team environment.

Preferred:

- Masters' Degree in public health, health administration or related field.

Knowledge, Skills, and Abilities:

- Thorough understanding of program/project management techniques and methods
- Excellent knowledge of performance evaluation and change management principles
- Excellent knowledge of MS Office
- Ability to write clearly and concisely to contribute to reports, grants, and communication materials
- Outstanding leadership and organizational skills
- Excellent oral communication skills
- Strong ability to solve problems independently and collaboratively
- Maintains confidentiality and uses discretion
- Assesses and adapts information to individual learning and communication styles

PRIMARY JOB RESPONSIBILITIES

*The **primary** job responsibilities and accountabilities listed below represent work performed by this position and are not all-inclusive.*

Formulates, organizes, and monitors inter-connected projects and processes to achieve desired results.

Achieves operational objectives by contributing information and recommendations to strategic plans. Prepares and completes action plans and progress reports to funders.

Meets financial objectives by forecasting requirements, contributing to budget projections, and tracking spending toward deliverables.

Understands and stays current in best practices in pediatrics and quality improvement as relevant to project deliverables and organizational priorities; maintains personal networks; travels to and participates in professional trainings and organizations.

Develops and controls deadlines, budgets, and activities within the organization's scope on project.

Resolves projects' higher scope issues; escalates concerns to executive director and or appropriate medical director; reports on progress to program directors.

Coordinates in-person and virtual training events for clinical staff.

Oversees material preparation for faculty and participants, agenda-setting, and communication with attendees and event support.

Collaborate and communicate regularly with staff from other organizations to achieve common project goals and resolve barriers quickly.

ROLE-SPECIFIC RESPONSIBILITIES

The primary job responsibilities and accountabilities listed below represent potential areas of work for this position, depending on program manager interest and organization needs. All areas of work will require supporting diverse stakeholder groups and utilizing quality improvement principles to drive clinical change.

Early Childhood: Meet regularly with community stakeholders to monitor developments in early childhood policies and programs. Collaborate with medical leadership to implement, evaluate, and promote clinic-based early childhood improvement efforts.

Behavioral Health: Identify community education and advocacy needs. Partner with faculty to develop and implement trainings for pediatric primary care providers. Engage in ongoing stakeholder discussions with community members to monitor needs, gaps, and advocacy opportunities.

Equity: Facilitate clinician learning opportunities to promote understanding and integration of equity-based practice.

COVID-19: Partner with physician leaders to propose, design, develop, manage, and evaluate COVID-19 vaccine education or clinic improvement projects.

Trust in the medical home: Determine key factors influencing trust in the medical home and recommend strategies to strengthen family and community engagement and trust in primary care.

The salary for the posted position will reflect up to the 75th percentile for non-profits in the greater Seattle area, as included in the 2021 Archbright Regional Pay and Benefits Survey.

Benefits for salaried employees working 30 or more hours per week:

- **Remote work:** The majority of work is completed remotely, with occasional travel and in-person meetings as needed. We offer a flexible, collaborative work environment.
- **Office stipend:** An office supplies stipend is provided to establish a comfortable work from home environment.

After 90-days of successful employment, employees working 30 or more hours per week are eligible for the following benefits:

- **Health reimbursement arrangements:** WCAAP will provide up to \$454.16 per month toward each eligible employee's health insurance premium.
- **Retirement plan:** Employees can elect to have funds withheld from their paycheck each pay period and deposited into their tax-deferred retirement plan (SIMPLE IRA). WCAAP will make a matching contribution up to 3% of the employee's annual salary.
- **Paid time off:** 3 weeks (15 days) of vacation per year in the first two years and 4 weeks (20 days) of vacation per year starting the third year.
- **Holidays:** 12 paid holidays, including Juneteenth (eligible for paid holidays upon hire.)
- **Winter break:** The "office closes" from Christmas Eve to New Year's Day; a paid winter break for salaried staff.
- **Sick leave:** 12 sick days are accrued annually.
- **Continuing education and professional development:** A minimum \$500 annual continuing education and professional development stipend is provided for staff to attend trainings, conferences, or purchase educational materials related to their professional interests. Employees with strong performance may seek Executive Director's approval for professional education beyond this amount (as necessary for travel or conference registration) that will help them continue to excel at their role.
- **Headspace stipend:** A monthly subscription to Headspace, a mental health and well-being app, is provided for staff who wish to participate.
- **Regular merit increases:** Staff productivity and contributions are reviewed annually for merit increases up to 5%.