

Job Description

Foundation for Health Leadership & Innovation Position: Director, NCCARE360

Launched in 1982 under the direction of rural health champion Dr. Jim Bernstein, the Foundation for Health Leadership & Innovation is a nonprofit organization that advances collaborative, equity-centered, and community-driven solutions to improve the overall health and well-being of all North Carolinians.

Our vision is a North Carolina in which everyone has equal opportunity to attain their full health and well-being potential, and where no one is disadvantaged due to demographically, socially, or economically defined circumstances.

At FHLI we embody a spirit of innovation and believe that sustainable, system-level change is driven by the people directly impacted by the longstanding inequities that continue to impact our society. Our staff are conveners and facilitators who create open environments for developing collaborative relationships and advancing new ideas and strategies.

About the NCCARE360 Program:

NCCARE360 is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. Supported by a public-private partnership between FHLI and the NC Department of Health and Human Services, NCCARE360 helps providers electronically connect those with identified needs to community resources.

About the Position:

The Program Director for NCCARE360 is a leadership-level position at the Foundation for Health Leadership & Innovation (FHLI), responsible for leading the organization's NCCARE360 program. The Program Director will report to the President and CEO of FHLI.

The Program Director for NCCARE360 is responsible for advancing FHLI's mission to improve the overall health and well-being of all North Carolinians through community-driven action and evidence-based, systems-level policy advocacy. FHLI's focus on creating and nurturing an organizational culture of innovation, experimentation, and strategic risk-taking should be integrated into key decision-making by the Program Director for NCCARE360.

Job Purpose:

The Program Director will serve as the head of the NCCARE360 program. This individual will act as liaison between the program and FHLI's leadership and board, as well as between the program and the public, news media, and other key stakeholders. This position will directly oversee direct reports. Additionally, the person in this position is responsible for managing ongoing evaluation of the NCCARE360 platform and programmatic work, identifying needs and opportunities, and managing the program budget. The person in this position will oversee all NCCARE360 strategy and operations, including but not limited to grant and contract development, program expansion, long-term planning, and direct supervisory management.

Job Duties and Responsibilities:

Organizational Leadership:

- Represents the interests of NCCARE360 in all internal meetings and communications, and serve as advisor and co-strategist to the President/CEO
- Supports and actively models FHLI's continuing cultural transformation into an organization emphasizing innovation, experimentation, and strategic risk-taking, in accordance with FHLI's Strategic Plan
- Supports and actively models FHLI's continuing cultural transformation into an organization that prioritizes equity, diversity, and inclusion (EDI) and instills these principles in all internal and external work.
- Identifies, builds, and supports new strategic partnerships that help advance NCCARE360's vision and mission and increase its cross-cutting reach, effectiveness, and efficiency.
- Actively pursues opportunities to promote FHLI as a thought leader in health equity, access, and care delivery, and expert counsel in related policymaking across North Carolina.

NCCARE360-Specific Leadership & Management:

- Sets the vision for, leads, and manages the NCCARE360 program, positioning it and FHLI as statewide authorities in North Carolina.
- Identifies and cultivates opportunities to expand and diversify funding for NCCARE360 and its initiatives, working in close coordination with the President/CEO, CFO, and other FHLI staff as appropriate.
- Supervises all direct reports in the NCCARE360 program, including Program Managers and Coordinators
- Sets, tracks and manages the NCCARE360 budget in partnership with the CFO.
- Assists the Director of Communications in designing, developing, and executing communication plans in support of NCCARE360.

- Represents NCCARE360 (and, by way of extension, FHLI) externally, including through media engagements, networking events, and public speaking opportunities.
- Prepares and provides regular updates on NCCARE360 work to President/CEO and Board of Directors
- Promotes a culture of high performance, entrepreneurial problem-solving, and continuous improvement within the NCCARE360 team.
- Provides mentorship and guidance to all direct report(s), addressing and alleviating individual and group concerns as necessary.

Planning and Evaluation:

- Leads efforts to expand NCCARE360 impact by identifying, evaluating, and implementing new initiatives based on quantitative and qualitative data analysis.
- Identifies, tracks, and evaluates key performance indicators (KPIs) for NCCARE360 working in close coordination with the President/CEO and Director of Performance, Analytics, and Evaluation
- Actively monitors statewide and national developments in NCCARE360 and identify opportunities to expand NCCARE360 and FHLI's impact with new or expanded initiatives.

Other:

- Supervises NCCARE360 personnel and projects including:
 - Participates in the hiring and training of staff.
 - Organizes and oversees the work and schedules of staff.
 - Conducts performance evaluations that are timely and constructive.
 - Handles discipline and termination of employees as needed and in accordance with organization policy.
- Sets long term goals and strategies for NCCARE360.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which program efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates program procedures.
- Sets the strategic direction of the NCCARE360 program and its activities including annual planning across all implementation partners.
- Serves as the public face for the NCCARE360 program.
- Implements policies and procedures that will improve day-to-day operations.
- Guides development of contracts and grant proposals
- Provides contract and grant management and oversight to ensure compliance with contract and grant objectives and goals.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts program budget to achieve financial objectives.

- Leads coordination and integration of efforts among vendors and stakeholders to produce smoother workflow and programmatic processes.
- Projects a positive image of the organization to employees, customers, stakeholders, and community
- Coordinates different teams to foster exchange of ideas and provide cross-team learning opportunities.
- Identifies potential problems and points of friction and works to find solutions to maximize efficiency.
- Identifies opportunities to expand or shift course to take advantage of changes in statewide health and human services.
- Provides regular updates, in partnership with the President/CEO, to FHLI's board and the NCCARE360 workgroup.
- Ensures that all NCCARE360 activities align with the missions and visions of the Foundation and NCCARE360
- Performs other related duties as assigned.

Qualifications:

- Master's degree in a relevant area of study such as business, public, healthcare administration or related field
- Experience in healthcare, knowledge of rural health matters and social determinants of health, are required.
- Experience working in highly complex situations, managing multiple projects and deadlines.
- Experience working with government leaders and regulators. 7+ years' experience providing, managing, or implementing complex projects or programs.
- Preferred experience developing and managing non-profit programs.
- A well-organized, self-starter who can work independently and proactively.
- Someone who can set and achieve goals, be held accountable for goals, and function in a calm, reserved, and effective manner under stress.
- Someone capable of high-level project management skills
- Ability to develop and work with external teams on a large, new initiative while inspiring quality work within those teams.
- Experience in nonprofit and/or cause-based leadership, management, and advocacy
- Experience in strategy, project management, financial management, staff supervision and development, and leading key strategic initiatives
- Strong record of leading teams with a targeted focus on continuous improvement
- Comfort taking initiatives and engaging in entrepreneurial problem-solving.
- Experience supporting and integrating principles of equity, diversity, and inclusion.

- Understanding of the US nonprofit sector (if not through employment, through service)
- Willingness, availability, and ability to travel statewide and/or nationally.
- A commitment to continuous learning, self-improvement, and professional development
- Spanish fluency or familiarity a plus but not required.
- Financial management skills, including budget preparation, analysis, decision making, and reporting.
- Ability to build relationships to achieve long-term goals.
- Ability to work with people from all backgrounds and with varying skill sets.
- Ability to work creatively to solve problems and overcome challenges.
- Skilled at oral and written communication; comfortable presenting at meetings, conferences, and other events
- Available to travel locally and statewide (as needed), and the ability to maintain a valid driver's license.
- Understanding of, passion for, and experience working in rural communities
- Skilled in customer service and responsiveness to constituent needs
- Strong interest in the mission of the FHLI
- Ability to effectively communicate/partner with a wide variety of skill sets and personalities.
- Proficient in FHLI's systems including SharePoint and other Microsoft Office 365 products.
- Demonstrate commitment to the values of diversity, inclusiveness, and empowerment.

Compensation:

This is a full-time, salaried position. This position will receive generous company benefits to include 100% paid health, dental, long-term disability, and life insurance coverage for the employee, as well as company-paid retirement contributions, plus generous vacation and sick time. Salary is commensurate with experience.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

We actively encourage diverse candidates to apply. FHLI provides equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.