



Job Description

Foundation for Health Leadership & Innovation

Position: Program Manager, Community Engagement (CE) North Carolina Oral Health Collaborative (NCOHC)

Launched in 1982 under the direction of rural health champion Jim Bernstein, the Foundation for Health Leadership & Innovation (FHLI) 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, systems-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 Position:

This Community Engagement Program Manager is a mid-level position at the Foundation for Health Leadership & Innovation and is responsible for managing and engaging with the members and potential members of the Western North Carolina Oral Health Collaborative, while also creating relationships and partnerships to form community engagement opportunities in the central and eastern regions of NC. The Manager will report to the Program Director for NCOHC. The position will work closely with the VP and Director of NCOHC. The Manager for NCOHC is responsible for supporting 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 embodied by the Community Engagement Program Manager for NCOHC.

Job Purpose:

The Community Engagement Program Manager will manage and engage with the members and potential members of the Western North Carolina Oral Health Collaborative while also creating relationships and partnerships to form community engagement opportunities in the central and eastern regions of NC. This position aims to develop a network of regional oral health champions throughout NC. NCOHC's VP and Director will work closely with the Community Engagement Program Manager. Collaborating with partners and stakeholders across oral health and healthcare sectors, including medical professionals, dentists, dental team members, payers, community-based organizations, social service agencies, and state and local government, is an essential task of the position.

Job Duties and Responsibilities:

Organizational Management:

- Administers and practices all FHLI policies and procedures

- Participates in any FHLI operational or strategic initiative for the overall health and sustainability of the organization
- Travels and attends in-person/virtual FHLI staff meetings, cross-functional team committees and ad-hoc groups to benefit the organization

Programmatic:

- Serves as the primary point of contact for all NCOHC and WNC Oral Health Collaborative partners and the general public in WNC, connecting them with appropriate information and resources
- Supports the interests of WNCOHC in all internal meetings and communications
- Participates in 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
- Accomplishes WNCOHC objectives by working with the team; planning and evaluating department activities
- Supports the NCOHC Director in actively pursuing opportunities to promote FHLI as a thought leader in health equity, access, and care delivery, and expert counsel in related policymaking across North Carolina
- Facilitates WNCOHC and other regional meetings, including scheduling conference calls, developing agendas, and compiling and distributing minutes

NCOHC -Specific Leadership & Management

- Manages the existing WNC Oral Health Collaborative (WNCOHC) and work with stakeholders to develop an updated strategic plan
- Designs, develops, and manages community engagement in central and eastern regions of NC, creating strategic relationships with key partners and community members
- Serves as a program manager for NCOHC's Regional Collaboratives and the existing WNC Oral Health Collaborative, working closely with the VP and Director
- Supports Program Director in identifying and cultivating opportunities to expand and diversify funding for WNCOHC and its initiatives
- Oversees initiatives and events in NC's western, central, and eastern regions
- Serves as a liaison to the VP and Director in representing regional-specific public events
- Promotes a culture of high performance, entrepreneurial problem-solving, and continuous improvement within the NCOHC team
- Works with NCOHC leadership and team to develop sustainable models for technical assistance for safety-net dental practices

Planning and Evaluation

- Plans and coordinates WNCOHC and other regional events from start to finish, including site selection, vendor relationships, event setup, and take-down, working in close coordination with the VP and Director
- Evaluates program success in close coordination with the VP of Oral Health and NCOHC Director, tracking key metrics and, when appropriate, designing and carrying out research projects
- Provides education and CE, where applicable, relating to oral health and related topics to community groups, focusing on further integrating oral health care, behavioral health, and primary care
- Coordinates and collaborates with the Operations Program Manager internally
- Provides WNCOHC and regional updates to the Collaborative Acceleration Team (CAT) and FHLI Board as necessary
- Generates reports, working closely with the Director of Performance, Analytics, and Evaluation and presents information to NCOHC Director
- Monitors key performance indicators (KPIs) for NCOHC, working in close coordination with the Program Director for NCOHC and Director of Performance, Analytics, and Evaluation
- Identifies problems and trends in data and develops effective solutions and strategies for the NCOHC program

Other

- Manages WNC-specific initiatives and event budgets
- Collaborates with the VP and Director in developing grant proposals for funding sustainability of regional-specific initiatives and events
- Works in partnership with the FHLI Communications Team to ensure effective program and event communications and consistent messaging
- Employees must be able to travel to partners and dental offices in WNC as needed and also to a select number of in-person NCOHC and FHLI meetings
- Performs other job duties as assigned

Qualifications:

- Bachelor's degree in oral health, public health, business administration, public administration, or equivalent experience in a related field
- Master's Degree in field related to health/oral health care preferred
- 3-5 years of demonstrated program management experience
- Any combination of experience and training can be considered equivalent to the education preference
- Detail-oriented to follow timeline and efficient in meeting deliverables outlined in projects
- Skilled in delivering and facilitating both online and in-person presentations and workshops skills
- Competent in public speaking and stakeholder meeting participation
- Excellent time management, organizational skills, and attention to detail



- The position should possess excellent organizational skills, strong interpersonal communications skills, and the ability to work independently and proactively on tasks
- Excellent writing skills including grant writing and grant budget preparation
- Experience and comfort facilitating groups of many sizes
- Proficient understanding of the health care system, social drivers of health, and principles of health equity
- 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
- Knowledge of state and federal grants and contracts a plus
- Ability to effectively communicate/partner with a wide variety of skill sets and personalities
- Excellent written and verbal communication skills
- 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.