



Job Description

Foundation for Health Leadership & Innovation

Position: Program Manager, Operations NCOHC (North Carolina Oral Health Collaborative)

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, 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:

The Manager for NCOHC a mid-level position at the Foundation for Health Leadership & Innovation's (FHLI), responsible for helping manage the organization's NCOHC program. The Manager will report to the Associate or Program Director for 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 Manager for NCOHC.

Job Purpose:

This position will manage the day-to-day operations of the NCOHC program working closely with the VP and Director. They will be responsible for monthly spending expenditures and program budget processes. Strong organizational, communication, and interpersonal skills are essential to work with the NCOHC internal team, while also collaborating with program partners and stakeholders across oral health and healthcare sectors, including dental clinics, dentists, dental team members, payers, community-based organizations, social service agencies, and state, and local government. This person will serve as the operational manager and task master for the NCOHC program. There is an expectation at 20% of travel is required for FHLI / NCOHC meetings and events

Job Duties and Responsibilities:

Organizational Management:

- Supports the interests of NCOHC 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 model 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 NCOHC 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.

NCOHC -Specific Leadership & Management

- Assists in managing the NCOHC program, positioning it and FHLI as statewide authorities in North Carolina
- Serves as team member driving action steps on the work, reporting to the Associate or Program Director for NCOHC
- Supports Associate or Program Director in identifying and cultivating opportunities to expand and diversify funding for NCOHC and its initiatives.
- Supervises all Assistant and Program Coordinators for the NCOHC program
- Develops content for the NCOHC communications plan.
- Helps prepare NCOHC for media engagements, networking events, and public speaking opportunities.
- Prepares and provides regular updates on NCOHC work to the Program Director for NCOHC
- Promotes a culture of high performance, entrepreneurial problem-solving, and continuous improvement within the NCOHC team.

Planning and Evaluation

- Generates reports, working closely with the Director of Performance, Analytics, and Evaluation and present 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 develop effective solutions and strategies for the NCOHC

Other

- Works in partnership with the VP and Director, planning and managing the NCOHC budget, including, but not limited to, monthly processing of NCOHC team credit card expenditures and reimbursements and all budget-related tasks
- Coordinates and oversees the development of communication efforts for the NCOHC program, including quarterly reports, press releases, content for the

NCOHC website, media relations, and materials for external meetings and conferences

- Develops, coordinates, and manages, in collaboration with FHLI Director of Performance, Analytics, and Evaluation, the evaluation efforts of NCOHC
- Plans and coordinates NCOHC events from start to finish, including site selection, vendor relationships, event setup and take-down
- Assists in designing and organizing multiple project plans to meet various internal and external stakeholder needs
- Serves as the primary point of contact for NCOHC partners and the public, connecting them with appropriate information and resources
- Manages NCOHC Student Experience and Academic Partnership program
- Maintains annual cycle and maintenance of professional organization, partner organizations, and internal systems memberships and fees
- Provides program coordination support for NCOHC, such as managing NCOHC email account, recording meeting minutes, and central file storage management
- Oversees NCOHC internal calendar, scheduling meetings and events as appropriate
- Primary NCOHC liaison and representative for FHLI central committees and tasks
- Supports VP and Director with committee and initiative work as needed
- Attends and participates in internal and external meetings as required or appropriate
- Performs other job duties as assigned

Qualifications:

- Bachelor's degree in oral health, public health, business administration, public administration equivalent experience in a related field
- Master's Degree in field related to health/behavioral 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.

To Apply:

Interested applicants should send a cover letter, resume, and three professional references to be considered. Please send all requested documents to recruitment@foundationhli.org using the subject line "NCOHC Program Manager".

FHLI will only review submissions that include all requested materials. Please be assured that FHLI will not contact references without applicant's explicit permission. Submissions will be accepted until the position is filled. No phone calls please.