



Job Posting: Program Specialist, NC Resource Platform, NCCARE360

March 2021

Founded in 1982, the Foundation for Health Leadership & Innovation (FHLI) is a 501(c)3 nonprofit organization from which programs and partnerships grow to achieve our mission of improving health of the whole person and whole community. FHLI is a trusted convener and facilitator, creating an open environment for developing collaborative relationships and advancing new ideas and strategies. Through our programs and partnerships, we build leadership, shape practice, affect policy, and drive innovation. Please visit our website for more information about FHLI and our current programs at www.foundationhli.org.

About the Position:

The Foundation for Health Leadership & Innovation (FHLI) seeks to hire a Program Specialist for NCCARE360, the first coordinated care network supported by a public-private partnership between FHLI and the NC Department of Health and Human Services. The purpose of the position is to assist the Senior Program Manager and other program participants in the ongoing operations of the NCCARE360 program, as well as helping craft and deliver the story of NCCARE 360 for external audiences.

Job Duties and Responsibilities:

- Develop a thorough knowledge of the history and current state of the NCCARE360 program, including operations, partnerships, finances, and communications.
- Serve as the ultimate project manager and task master for this complex, public-private partnership.
- Provide input and be a thought partner into the effective operations of NCCARE360.
- Partner closely with program partners on day-to-day program efforts and initiatives, and manage ongoing project tasks, timelines, and action items.
- Plan and conduct meetings with internal and external stakeholders, as necessary.
- Take detailed notes during meetings for distribution amongst stakeholders.
- Identify and escalate issues, as necessary.
- Develop relationships with all partner groups and stakeholders.
- Assist in the design and organization of multiple project plans to meet various internal and external stakeholder needs.
- Oversee communication efforts for the NCCARE 360 program, including quarterly reports, press releases, content for the NCCARE website, media relations, and materials for external meetings and conferences.
- Ability to review data and extrapolate insights for storytelling purposes.
- Communicate schedules and plans for execution.
- Participate in resource planning.
- Track milestones, deliverables, and change requests.
- Give program presentations, as necessary.

Education & Experience:

- A bachelor's degree in communications or journalism, with a minimum of 3-5 years of experience managing complex projects.
- Experience in the healthcare sector; knowledge of rural health policy and social determinants of health are required.
- Experience working in a fast-moving, dynamic environment, preferably in healthcare.

- Experience working on multiple projects simultaneously.

Essential Qualifications:

- A well-organized, self-starter who is able to 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.
- Advanced program management skills with knowledge of program management software, such as Asana and Microsoft Project.
- Working knowledge of electronic healthcare platforms, including integration methodologies (e.g., HL7 and FHR) preferred, but not required.
- Able to maintain effectiveness in an often time-sensitive, pressured environment.
- Able to give and receive critical feedback in a respectful manner.
- Skilled at oral and written communication; comfortable presenting project at meetings, conferences, and other events.
- Positive attitude, empathetic, and interested in building trust-based relationships.
- Available to travel locally and statewide (as needed), and the ability to maintain a valid driver's license.

Additional Information:

FHLI staff are working 100% remotely during the pandemic. Post-pandemic, we anticipate that the Program Specialist for NCCARE360 will work primarily in our office in Cary, NC.

This position is open for immediate hire.

Pay/Benefits:

This is a full-time, salaried position. Salary will be commensurate with experience. 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.

Salary is commensurate with experience.

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 (3) professional references to be considered. Please send all requested documents to: recruitment@foundationhli.org . Please use the subject line "Application for NCCare360 Program Specialist."

FHLI will only review submissions that include all of the requested materials. Please be assured that FHLI will not contact references until later rounds of interviewing, and only after the applicant provides explicit permission. Position open until filled. No phone calls please.