



# FOUNDATION FOR HEALTH LEADERSHIP & INNOVATION

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## **Job Posting**

**Program:** NCCARE360

**Position:** Program Director

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 the 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.

**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 is a salaried position reporting to the Vice President of NCCARE360. The person in this position will oversee all NCCARE360 operations, including but not limited to grant and contract development, program expansion, long-term planning, and direct supervisory management.

### **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 two 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.

### **Duties and Responsibilities:**

#### *Supervisory responsibilities:*

- Participates in the hiring and training of staff.
- Organizes and oversees the work and schedules of two direct reports.



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- Conducts performance evaluations that are timely and constructive.
- Handles discipline and termination of employees as needed and in accordance with organization policy.

*Other duties and responsibilities:*

- Long-term planning to create initiatives that further overall program goals
- 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.
- Implements policies and procedures that will improve day-to-day operations.
- Ensures work environments are adequate and safe.
- Guide development of contracts and grant proposals and provide contract and grant management and oversight
- Plans, directs, controls, implements, evaluates, monitors, and forecasts program budget to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to staff; for major changes, meets with entire finance staff to explain changes, answer questions, and maintain morale.
- Improves user service and satisfaction through policy and procedural changes.
- 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.
- Coordinating different teams to foster exchange of ideas and provide cross-team learning opportunities
- Assessing and analyzing program budget to find ways to minimize expenses
- Inspiring and motivating employees to perform at their best through positive encouragement and incentive initiatives
- Communicating with the board or other senior executives about shifting program priorities and projects
- Identifying potential problems and points of friction and working to find solutions in to maximize efficiency
- Identifying opportunities to expand or shift course to take advantage of changes in statewide health and human services.
- Performs other related duties as assigned.



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## **Successful candidates will demonstrate:**

- Strong written and verbal communication skills
- Excellent time management, organizational skills, and attention to detail
- A commitment to diversity and respect for people of all backgrounds and experiences
- Knowledge of budgeting and management
- Understanding of grant application processes
- A commitment to continuous learning, self-improvement, and professional development
- Spanish fluency or familiarity is a plus, but is not required

## **Requirements:**

- Virtual work environment with majority remote.
- Occasional travel is required (<20%)

FHLI is currently in a remote working environment. Candidates can work in the office as needed.

## **Compensation:**

This position is a salaried position with full company benefits. Salary is commensurate with experience.

*Company benefits include paid health, dental, long-term disability & life insurance coverage, as well as company-paid retirement contributions.*

## **To apply:**

Interested applicants should send a cover letter, resume, and 3 professional references to be considered. Please send all requested documents to [recruitment@foundationhli.org](mailto:recruitment@foundationhli.org) using the subject line, "Application: NCCARE360 Program Director."

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 position is filled. No phone calls please.