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## Position Announcement: Program Director

**Location: Baltimore, MD**

### **Organizational Overview:**

Project HEALTH is a rapidly-growing national nonprofit that works to break the link between poverty and poor health. To achieve our vision of a health care system that addresses resource needs as a standard part of patient care, Project HEALTH uses a simple but effective model: in the clinics where our Family Help Desk programs operate, physicians can “prescribe” food, housing, job training, or other resources for their patients as routinely as they do medication. Located in the waiting room and staffed by college volunteers, our Family Help Desks “fill” these prescriptions by connecting patients with key resources.

Project HEALTH thus has a two-fold impact: First, the Family Help Desks expand clinics’ capacity to secure those resources necessary for their patients to be healthy. Second, Project HEALTH is producing a pipeline of new leaders ready to create the changes required to improve health outcomes for all Americans.

Founded at Boston Medical Center in 1996, Project HEALTH now mobilizes over 550 rigorously trained volunteers to serve over 5,000 families in Boston, Providence, New York, Baltimore, Washington, D.C. and Chicago each year. Over the next four years, Project HEALTH will make substantial investments in its program model to achieve greater impact on patients and volunteers and further its vision for health care systems change. To learn more about Project HEALTH and our impact, please visit [www.projecthealth.org](http://www.projecthealth.org).

Project HEALTH came to Baltimore in 2006 through the leadership of former Baltimore City Health Commissioner Dr. Joshua Sharfstein and Baltimore HealthCare Access. In less than four years, Project HEALTH Baltimore has become the organization’s largest site, partnering with Johns Hopkins University, Loyola University of Maryland, and the University of Maryland, Baltimore County. Project HEALTH Baltimore currently operates five Family Help Desks programs staffed by 230 student volunteers per semester, and served 1,300 families last year alone at the Johns Hopkins Harriet Lane Pediatric Clinic, Johns Hopkins Bayview Medical Center Emergency Department, Baltimore Medical Systems at St. Agnes Clinic, Baltimore City Health Department Druid Clinic, and Johns Hopkins Bayview Medical Center Children’s Medical Practice.

In the next year, Project HEALTH Baltimore is anticipating nearly doubling the number of families it serves from 1,300 to 2,500 while improving program performance. As a key driver in the organizations vision for health care systems change, Project HEALTH Baltimore will be at the forefront of health care innovation while also demonstrating tremendous growth and scale.

### **Position:**

Project HEALTH is seeking a talented and experienced Program Director to develop and oversee the program strategy for the Baltimore site. This role will supervise, support, recruit and develop a young and dynamic program team while serving as a leader in the organization and the community. The Program Director will play a key role in ensuring that all Project HEALTH Baltimore programs are achieving their desired impact. This is a full-time position reporting directly to the Baltimore Executive Director.

### **Responsibilities:**

*Develop and oversee implementation of Project HEALTH Baltimore’s program strategy*

- Develop a program strategy consistent with the integrated strategy of the site.
- Oversee all aspects of Project HEALTH’s Baltimore program operations including program planning, implementation, evaluation and overall program quality.
- Oversee creation of tools and systems to facilitate high performing program operations and further integration of program model into clinics and universities – such as clinic screening tools and university service-learning opportunities.
- Collaborate with Program Managers and Executive Director on leadership development curricula and activities for volunteer student leaders in the program.
- Collaborate with student leaders and university partners to ensure effective student recruitment, selection, and development of future health care leaders.

*Be an active part of Project HEALTH's program leadership team*

- Develop and implement standard programmatic practices, protocols, trainings and policies in collaboration with the national program team.
- Share lessons learned related to Program Director role with national staff and other sites for future for adoption of position across other sites.
- Inform national programmatic strategies of National Program Team, including the Vice President of Programs and National Program Director.
- In collaboration with Executive Director and National staff, facilitate program meetings and on-going communication with Program Managers.

*Build and cultivate strong relationships with key external stakeholders*

- Create and manage relationships with key hospital clinicians and administrators, ensuring effective partnerships and program quality in the clinic.
- Create and manage relationships with key university faculty and administrators to ensure program integration with campus in the form of service-learning, course credit, and other opportunities.
- Collaborate with Executive Director to manage community partnerships, such as Baltimore's client advisory board and relationships with direct service agencies in the form of external presentations and meetings.
- Partner with Executive Director on strategic program growth, expansion and development opportunities.

*Develop and manage a high-performing program team*

- Manage Baltimore's Program Managers; set performance and professional development goals for program staff; conduct mid-year and annual evaluations.
- Design, develop, and deliver trainings to local program staff in collaboration with national staff.
- Provide support and direct coaching for Program Managers on program operations and engaging student leaders, volunteers and clinic personnel via site visits for observation and feedback and one-on-one meetings.
- Collaborate with Program Managers in the recruitment, training, development and support of Baltimore's volunteer student leadership team.
- Build cohesive team among Program staff and student leaders to achieve program objectives
- Coordinate and manage the recruitment and hiring of Program Managers and additional program staff in partnership with the Executive Director and national program team.

**Qualifications:**

- 7 - 10 years of relevant professional experience (5+ years at the management level).
- Passion for the mission of Project HEALTH and strong commitment to Project HEALTH's core values: belief in collective strength and the power of shared work, constant and courageous learning, celebrating our victories and each other, and stepping up leaders in a common vision.
- Demonstrated success in creating effective programs, systems, trainings, and tools in a fast-growing, entrepreneurial environment; health care experience is preferred, but not required.
- Strong interest and experience in working with and developing emerging leaders; particular experience in managing highly engaged volunteers and working with college students a plus.
- Ability to manage and organize multiple priorities effectively; ability to lead and excel in an diverse, fast-paced, results-oriented culture.
- Advanced interpersonal and communication skills with the ability to engage and work closely with a wide range of constituents, including staff, students, clinic personnel, external partners and community agencies.
- Experience with and knowledge of program evaluation methodology, data collection systems, and data analysis.
- Demonstrated knowledge city and state public benefits and community resources and how to facilitate individuals' access those resources.
- Bachelor's Degree required; Advanced degree preferred.

**CONTACT**

Please submit a resume and cover letter, along with a list of three references to Anna Marie Finley, Project HEALTH Baltimore Operations Coordinator, [finley@projecthealth.org](mailto:finley@projecthealth.org). Applications reviewed on a rolling basis.