



Position Announcement: Program Manager
Location: Baltimore, MD

Organization:

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.

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 organization’s 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 an energetic, passionate, and skilled professional to join a growing program team in Baltimore. The Program Manager will play a key leadership role inside the clinic, working alongside health care providers to develop efficient systems for resource connection, managing a talented volunteer corps and facilitating their transformative experience with Project HEALTH.

The ideal candidate will have exceptional communication skills and will ensure mutual respect and understanding among families, volunteers, and providers. Programs Manager must be highly organized and able to manage multiple priorities effectively, as well as have the ability to identify, initiate, and implement innovative solutions that will enable Project HEALTH to realize its vision for quality and growth. This is a full-time position located in Baltimore and reports to the Baltimore Program Director. The Programs Manager position will be based out of Baltimore Health Care Access, Inc. and oversee a team of undergraduate student volunteers from Johns Hopkins University serving families in the Johns Hopkins Harriet Lane Clinic.

Responsibilities:

Manage and Develop Baltimore Volunteer Corps

- Build and develop relationships with volunteer corps through Reflection Sessions and daily presence at the desk
- Guide volunteers' professional and leadership development through training and mid-semester reviews
- Collaborate with the national Program Department to implement effective training design and delivery
- Manage and support the volunteer leadership team through facilitating retreats, Reflection Sessions and presence at the desk

Provide Case Management Support to Baltimore Volunteer Corps

- Conduct weekly review of each volunteer's patient caseload to ensure appropriate resource referrals, including proper identification of cases requiring referral to legal and/or social work services
- Monitor and facilitate volunteers' communication with health care providers regarding clients
- Observe and evaluate volunteers' performance at the Family Help Desk
- Audit active and inactive patient cases to ensure volunteer goals and objectives are met
- Ensure volunteers' compliance with Project HEALTH performance and reporting standards
- Manage limited patient caseload to ensure continuity of Family Help Desk services during breaks in the academic calendar and appropriate management of complex cases

Ensure High Quality Service Delivery

- Assist in developing client intake protocols and guidelines for volunteers' caseload that are responsive to patient needs
- Maintain a strong knowledge of the clinic demographics and the community's resource landscape
- Work with Baltimore's Program Director to analyze program design, strategy and program vision
- Use program data to manage and improve Family Help Desk operations

Build and Maintain Strong Clinic & Partner Relationships

- Work with Program Director to develop and cultivate relationships with clinical staff
- Support clinics' integration of Family Help Desk, including implementation of clinic screening and referral systems and integration and communication with clinic providers through electronic medical records and emails.
- Participate as a full member of the clinic team, including participating in team meetings and acting as an advocate for Project HEALTH
- Build and maintain a local network of community- and hospital-based resource providers

Qualifications:

- Strong track-record working with community agencies and/or performing case management in clinic or other setting
- Passion for Project HEALTH's mission and working with and developing emerging leaders. A 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 as leaders in a common vision
- Proven knowledge of landscape of public benefits and community resources and how to facilitate individuals' access to those resources
- Demonstrated experience successfully leading and managing a team of young staff or volunteers
- Excellent interpersonal and communication skills, with the ability to engage and work closely with a wide range of constituents, including Family Help Desk clients, college undergraduates, health care providers and Project HEALTH staff
- Strong organizational, time management and self-management skills, outstanding attention to detail, and high degree of flexibility and self-direction
- Ability to excel in a highly dynamic, diverse and entrepreneurial environment
- Bachelor's degree and 3-5 years of relevant experience required; advanced degree in related field preferred (M.P.H. and/or M.S.W)

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. Applications reviewed on a rolling basis.

Project HEALTH provides equal employment opportunities for all applicants and employees.