



Position Announcement: Program Manager
Location: Chicago

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.

Position:

Project HEALTH is seeking an energetic, passionate, and skilled professional to join a growing program team in Chicago. The Program Manager will play a key leadership role inside a busy community health center on Chicago’s South Side, 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. Project HEALTH Chicago currently runs three Family Help Desks at Friend Family Health Center, La Rabida Children’s Hospital, and Comer Children’s Hospital staffed by 60 volunteers from the University of Chicago and serves over 900 families annually. By 2014, Project HEALTH expects its programmatic reach in Chicago to nearly triple.

The ideal candidate will have exceptional critical thinking and communication skills. The Program Manager must be highly organized and able to manage multiple priorities effectively, as well as have the ability to identify 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 Chicago and that reports to the Chicago Executive Director.

Responsibilities:

Coach Chicago Volunteers in Effective Case Management

- Frequently review volunteers’ active and inactive patient caseloads and guide volunteers in taking appropriate next steps towards ensuring resource connection goals and objectives are met
- Facilitate volunteers’ ongoing engagement with clinical staff and coach them to communicate effectively with health care providers on patient cases
- Ensure volunteers’ compliance with and understanding of Project HEALTH’s performance, reporting and case management expectations and procedures
- 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 that are responsive to patients' needs and volunteers' capacity
- Maintain a strong, working knowledge of the clinic's demographics and the community's resource landscape
- Work with Chicago's Executive Director to analyze and continually revise program design, strategy and vision
- Collect, understand and use programmatic data to manage and improve Family Help Desk operations

Build and Maintain Strong Clinic & Partner Relationships

- Develop and cultivate strong relationships with clinical staff
- Support clinics' integration of the Family Help Desk, including implementation of clinic screening and referral systems and communication with health care providers through electronic medical records and email
- Contribute as a full member of the clinic team, including active participation in team meetings and advocating for Project HEALTH to clinic stakeholders and staff
- Build and maintain strong relationships with a local network of community- and hospital-based resource providers

Manage and Develop Chicago Volunteer Corps

- Build and develop strong professional relationships with volunteer corps through Reflection Sessions and daily presence at Family Help Desks
- Guide volunteers' professional and leadership development through effective training sessions and performance reviews
- Collaborate with the National Program Team in designing and implementing effective volunteer training
- Manage and support the volunteer leadership team by facilitating retreats and Reflection Sessions and being a skilled and approachable presence at the desk

Qualifications:

- Strong track-record working with community agencies and/or performing case management in clinics or other relevant settings
- 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 public benefits and community resources and how to facilitate individuals' access to those resources
- Demonstrated experience 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 and time management skills, outstanding attention to detail and high degree of flexibility and self-direction
- Ability to excel in a highly dynamic and entrepreneurial environment
- Bachelor's degree and 3-5 years of relevant experience required; advanced degree in related field preferred (M.P.H. or M.S.W)

CONTACT

Please send a resume and compelling cover letter addressed to Vanessa Askot, Executive Director- Chicago at miller@projecthealth.org outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity. Applications will be reviewed on a rolling basis.

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