



Position Announcement: Program Manager
Location: New York, NY

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. Project HEALTH’s 19 Family Help Desks are located in prenatal and pediatric clinics, newborn nurseries, emergency rooms, and community health centers. Over the next four years, Project HEALTH will make substantial investments in refining and developing its program model both to achieve greater impact on patients and volunteers and to leverage its direct service model in furtherance of a vision for health care systems change. At the same time, Project HEALTH will significantly grow its reach. By 2014, the national organization expects to serve 25,000 families and train 1,200 volunteers annually.

Project HEALTH is a New Profit Inc. portfolio organization and a Robert Wood Johnson Foundation grantee in 2009. The organization was recognized by First Lady Michelle Obama in her keynote address at the TIME Magazine 100 Most Influential People Gala and featured in *TIME*, *New York Times* and *The New England Journal of Medicine*. To learn more about Project HEALTH and our impact, please visit www.projecthealth.org.

Position:

Project HEALTH is seeking a passionate, creative individual to oversee and support program functions and volunteer development in New York. The New York Program Manager will play a key leadership role inside partnering clinics, working alongside health care providers to develop efficient systems for resource connection, managing our talented NYC volunteer corps and facilitating their transformative experience with Project HEALTH. In New York, Project HEALTH currently runs three Family Help Desks at Bellevue Hospital, Harlem Hospital Center and New York Presbyterian Hospital staffed by 70 volunteers from Columbia University and New York University and serves 520 families annually. By 2014, Project HEALTH expects its programmatic reach in New York to nearly double.

The Program Manager will be staffing the Family Help Desk at Bellevue Hospital and New York Presbyterian Hospital (the location might change due to evolving site needs) and work with a volunteer corps of approximately 30 undergraduates. S/he must be highly organized, be able to manage multiple priorities effectively and have the ability to identify and implement innovative solutions that will enable Project HEALTH to realize its vision for program quality and growth. This is a full-time position located in New York City and reports to the New York Executive Director. There is a minimum two-year commitment.

Responsibilities:

Provide Case Management Support to New York 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 New York's Executive 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

- Develop and cultivate relationships with clinical staff
- Support clinics' integration of Family Help Desk, including overseeing clinic communication and referrals to the Desk and volunteers' use of electronic medical records
- 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
- Develop and manage relationships with relevant university personnel

Manage and Develop 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, 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 daily presence at the desk

Qualifications

- 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)
- 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
- Fluency in Spanish or proficiency in conversing with a native-speaker is preferred

To Apply:

Please send a resume and compelling cover letter addressed to Chinwe Onyekere, Executive Director-New York at newyork@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.