



Project HEALTH Boston Family Help Desk Programs Manager

Project HEALTH is a national non-profit that works to break the link between poverty and poor health by mobilizing college students to provide sustained public health interventions in partnership with urban medical centers, universities, and community organizations. Project HEALTH volunteers run clinic-based Family Help Desks to address families' unmet resource needs by connecting them with government and community resources. Project HEALTH now has sites in Boston, Baltimore, Chicago, New York, Providence, and Washington D.C. To learn more, visit www.projecthealth.org.

Project HEALTH is seeking a passionate, energetic individual to join the Boston staff team as the Programs Manager for Family Help Desks in two clinical sites at Boston Medical Center. This position will be based at BMC and will oversee a team of volunteers serving families in the pediatric outpatient clinic and the pediatric emergency department. This is a full-time position reporting to the Boston Executive Director.

The ideal candidate will have exceptional communication and relationship-building skills; strong ability to manage multiple priorities; and enthusiasm for working in collaboration with volunteer and clinical teams to develop and hone program systems. At this critical phase in Project HEALTH's growth as a national organization, the Program Manager will also participate in identifying, sharing, and implementing innovative practices collaboratively with staff from all six Project HEALTH sites.

Key responsibilities of the Family Help Desk Programs Manager include:

Volunteer Training & Coaching

- Work with Boston Executive Director and volunteer leadership team in developing and implementing volunteer training curriculum;
- Observe and give feedback to volunteers on their performance in serving clients;
- Collaborate with Family Help Desk's volunteer leadership team in program development and innovation based on program's qualitative and quantitative data.

Case Management & Program Quality Oversight

- Conduct weekly review of each volunteer's caseload to ensure appropriate resource referrals;
- Facilitate volunteers' communication with the health care team regarding individual case outcomes;
- Ensure volunteers' compliance with Project HEALTH's record-keeping and reporting standards;
- Manage limited client caseload as needed to ensure continuity of Family Help Desk services during breaks in the academic calendar.

Clinic Relationships

- Participate as a full member of the clinic team, including attending all relevant team meetings and building relationships with individual clinic team members;
- Ensure effective integration of Family Help Desk into clinical sites, including overseeing clinic communication and referrals to the Desk, volunteers' use of the electronic medical record, etc.;
- Facilitate referrals and other communication with other in-house service providers.

QUALIFICATIONS

- MSW (or other relevant advanced degree) strongly preferred. BA/BS required.
- Demonstrated experience successfully managing a team of young staff or volunteers
- Experienced professional with strong case management skills (in clinic setting a plus)
- Exceptional interpersonal skills, self-direction, flexibility, and leadership abilities
- Strong interest and experience in working with and developing emerging leaders
- Ability to interact effectively with multi-disciplinary team members

Compensation for this position includes an annual salary range of \$35-50K, commensurate with experience, as well as a full benefits package and supervision toward social work licensing if desired. To apply, please submit a resume, cover letter, list of three references, and brief writing sample to Monica Sawhney, Boston Office Manager, at msawhney@projecthealth.org. Applications will be reviewed on a rolling basis.