The mission of Project Access NOW is to improve the health of our community by creating access to care and services for those most in need.

Position Description

Job Title: Community Assistance Program Manager
Reports to: Deputy Director
Hours: 40 hours per week
Salary: $23.00 - $28.00 / hr.
Full benefits offered: Medical, dental, vision, life and short-term disability insurance, Flex Savings Account, and 401K Retirement Plan with 3% match

Position Summary

The Community Assistance Program supports clinical discharge staff in connecting low-income patients with community resources to foster a safe and secure discharge from a hospital/clinic setting and works with Care Coordination Organizations (CCO) in connecting Medicaid clients with non-medical assistance. The Program Manager is responsible for overseeing the program and supervising program staff. This position involves working directly with community vendors, clinical staff, case managers and clients and accordingly requires excellent communication skills. This position requires a person who has strong analytical skills, is a creative problem solver, and is good at building and maintaining relationships with various stakeholders. This position will be responsible for developing further services available through the program and coordinating with Program Managers of our other programs as we begin to integrate our offerings. Project Access NOW is heavily reliant on technology to support our programs, thus a high level of comfort with databases and web-based applications is necessary. As an organization, we work with client health information which requires all employees to adhere to strict confidentiality guidelines. An excellent candidate for the position will be a flexible, self-directed person who pays great attention to detail, communicates clearly and respectfully, and is resourceful.

Principal Duties & Responsibilities

- Supervise program support staff and act as back up for direct program support (including phone support for users, pharmacy overrides, data entry)
- Development of additional program services (such as infrastructure for guardianship, connection to community-based navigators, etc.)
- Develop relationships and implement additional organizations (other hospitals) using the program
- Negotiate vendor contracts with community service providers
- Participate in software design and enhancement activities related to program expansion.
- Provide training and support to hospital caregivers/discharge planners and case managers (specific to the Community Assistance Program)
- Coordinate with other Project Access NOW staff and programs
- Communicate with clinic and hospital staff providers and CCO case managers
- Problem solve with clinics, providers, patients and CCO members to connect clients to services
- Connect clients to community resources
- Review and monitor program financials
- Assist the Director of Finance with developing program budget
- Manage invoicing and program reporting requirements
- Identify and oversee program improvements
- Assist executives with responding to potential business inquiries and negotiations
Qualifications

- **Strong analytical and problem-solving skills**
- Administrative/customer/client service experience required
- Experience with or knowledge of the health care environment required
- Proficiency in MS Office and other workplace support tools, such as JIRA, Confluence and VoIP.
- Experience in health care, social service, and/or non-profit sector required
- Data entry experience required
- Bilingual English/Spanish (preferred)
- Experience coaching, mentoring, supervising, and managing a dynamic team
- Knowledge of payment processing and developing supply chains.
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Essential Abilities

- Ability to work independently and as a team
- Strong communication skills
- Ability to prioritize tasks
- High level of organizational skills
- Excellent phone skills
- Excellent attention to detail
- Creative and flexible

Working Conditions

- Office space with stairs (no ADA access)
- Ability to lift 10-20 lbs.
- Frequent use of keyboard, monitor, mouse, telephone and/or headset

About Us:

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identities make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse staff team.

Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.

How to Apply:

Visit our website at www.projectaccessnow.org. Respond to the Diversity, Equity, and Inclusion questions found on the website under Our Hiring Process. Submit your response, your resume and cover letter to: jobs@projectaccessnow.org.

Open Until Filled