

Position Description

Job Title:	Classic Program Manager
Department:	Classic Program
Reports to:	Director of Programs
Hours:	40 hours per week / Full Time / Exempt
Compensation:	\$58,000 / Annually
Work Location:	Hybrid remote and in our office location

Position Summary

The Classic (Coordinated Care) Program works with hospital systems, specialty providers, and clinics located in the Portland Metropolitan area to connect uninsured clients to donated care. The Classic Program Manager oversees the Classic Program including staffing, budgeting, contracting, and service delivery. This position is the primary contact and point person for the community, hospital systems, clinics, and staff concerning the Classic Program. It is a supervisory position that will manage a team of Regional Care Coordinators, a Provider Liaison, and a Medical Review Coordinator. This position requires a flexible, self-directed leader adept at change management who pays great attention to detail, communicates clearly and respectfully, and is resourceful. Candidates with experience in health care settings are preferred.

Principal Duties & Responsibilities

- Provides direct supervision and support to program staff, including hiring, training, professional development, performance evaluations, onboarding/offboarding, authorizing timesheets and time off requests, etc.
- Manages team schedule and provides back-up when necessary
- Works closely with the Executive Team to develop and implement program budgets, organizational policies, marketing materials, the Strategic Plan, and other initiatives
- Stewards relationships with partner clinics and assist with managing point-of-contacts, contract negotiations and adherence, and training for clinic staff
- Generates monthly, annual, and ad-hoc reports for a variety of internal and external stakeholders
- Leads learning hubs and participates in team meetings, organizational committees, community meetings, Clinical Capacity Committee, and the National Donated Care Network to improve program delivery
- Identifies workflow and data collection issues and oversees improvement initiatives
- Problem solves complex cases in collaboration with clinics, hospitals, providers, community partners, program staff
- Works with program staff to make referrals to other Project Access NOW programs and partners

- Works effectively with external stakeholders including funders, partners, and volunteers to establish strong lines of communication and foster/maintain positive relationships to ensure continuity of funding and program services
- Reconciles Linguava invoices and prepares for submission to bookkeeping staff for payment
- Works internally to align programs, improve workflows, and facilitate internal referral process
- Ensures compliance with organizational policies, contractual obligations, and HIPAA
- Other duties as assigned

Qualifications

- Excellent problem solving and coordination skills
- Experience with CRMs, or similar workflow software, TrackVia (desired), Excel, Adobe, PowerPoint
- Experience with electronic health records and medical charts preferred
- Highly proficient in Microsoft 365, SharePoint, Teams, and Virtual Meeting platforms
- High level and excellent organizational, written, and verbal communication skills
- Ability to take initiative and pay close attention to detail
- Ability to work in a fast-paced, ever-changing environment while maintaining clear records.
- Cultural competency and/or experience working with diverse populations
- Ability to work independently and as a team
- High level of accountability and reliability
- A valid Oregon driver's license, and proof of insurance, or a reliable mode of transportation is preferred
- Must be able to pass a background check
- Bilingual (English/Spanish) and multicultural staff highly desired

Education, Experience, Transferrable Skills

- BA/BS degree preferred or a combination of experience managing a program
- Experience supervising a diverse team
- Creative, with strong analytical and problem-solving skills, and ability to prioritize multiple tasks.
- Verbal and written English language proficiency sufficient to communicate with co-workers, community leaders, and community members
- Ability to respond to crisis situations in a calm professional manner

Working Conditions

- Proof of vaccination against COVID-19, or qualifying exception with compliance to organizational policies
- Travel to clinics and sites for meetings and trainings on a periodic basis
- Hybrid work environment: Temporarily working part time remotely and part time in the office
- Prolonged periods sitting at a desk
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset
- Part time use of office space
- Project Access Now provides equipment: laptop, monitors, and other home office work tools

About Us

The mission of Project Access NOW is to improve our community's health and well-being by creating access to care, services, and resources for those in need.

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 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.

Project Access NOW offers a generous benefits package:

- 100% employer-paid health insurance plan including: medical, dental, vision, acupuncture, and massage
- 401k Retirement Plan with immediate access to a 3% employer match
- 10 paid holidays and 4 paid floating holidays
- 17 days PTO for sick leave, personal business, vacation – your first year – begins to accrue immediately upon hire
- 100% employer-paid Life and Disability Insurance and an Employee Assistance Program
- Health Care and Dependent Care Flex Spending Account

How to Apply

Please visit our website at www.projectaccessnow.org/about-us/employment-opportunities. Submit your cover letter, resume and responses to the Diversity, Equity and Inclusion questions found on our website to jobs@projectaccessnow.org.