



Center for Improving Value in Health Care (CIVHC)

JOB DESCRIPTION

Position Title: **Manager of Community Engagement**
Reports To: **VP of Programs and Analytics**
Job Classification: **Exempt, Full-time**

Basic Overview

The Manager of Community Engagement is part of the Programs and Analytics team and focuses on using the Colorado All Payer Claims Database (CO APCD) and other CIVHC resources to engage stakeholders in efforts to improve health care and reduce costs. This position will manage specific CIVHC initiatives and the overall strategy to drive community collaboration, and to engage communities and other stakeholders in using CIVHC resources to address local needs and drive value in health care. This position will develop and manage the CIVHC community engagement strategy, encompassing two of our internally driven initiatives (palliative care and care transitions), new initiatives based on community needs, as well as identifying other opportunities for CIVHC and CO APCD data to support and further community health. This position is an integral part of CIVHC's mission to support individuals, communities and organizations driving Colorado towards the Triple Aim goals of better health, better care and lower costs, and reports directly to CIVHC's VP of Programs and Analytics.

Role and Key Responsibilities

Overall: The Manager of Community Engagement (MCE) will be the public face of CIVHC's collaborative efforts to engage at the community level across Colorado. This position will be responsible for managing both day-to-day activities and long term strategic planning for two statewide initiatives - Healthy Transitions Colorado and palliative care – as well as managing wider community engagement strategies to increase CIVHC support of local and community initiatives. The MCE reports progress, challenges, findings and earned revenue related to statewide initiatives and community engagement to upper management and CIVHC stakeholders.

Area Specifics:

- 20% - Managing CIVHC's activities and initiatives around care transitions:
 - Work with the VP of Programs and Analytics, Healthy Transitions Colorado (HTC) and key stakeholders to develop new metrics and direction for HTC, and a plan to establish new goals for HTC as well as determine tracking methodology for reaching goals.
 - Managing content and distributing HTC newsletters to stakeholders, including creation or solicitation of original content, and summary updates of other research and events in collaboration with the communications and marketing team.
 - Hosting Let's Talk events on care transitions related topics, including scheduling, recruiting speakers, sending out invitations, and hosting the convening events.

- With partner organizations and CIVHC colleagues, determine how CIVHC and the CO APCD can contribute to positive change in care transitions. Develop and implement agreed upon opportunities.
- 30% - Managing and developing CIVHC's work in palliative care:
 - Serve as an advocate for CIVHC while increasing awareness of the CO APCD and analytic capabilities as they relate to palliative care.
 - Pursue funding opportunities (grants, contracts, partnerships) to advance CIVHC's activities in palliative care.
 - Identify and convene appropriate stakeholders to implement new opportunities to advance practice and payment of palliative care across Colorado with attention to how the CO APCD data can be leveraged to validate these opportunities.
 - Work to foster and support lasting relationships with national and statewide partners.
 - With local and national partner organizations and CIVHC colleagues, determine how CIVHC and the CO APCD can help to identify opportunities for positive change in palliative care. Develop and implement agreed upon opportunities.
- 30% - Develop and manage CIVHC's community engagement strategy:
 - Involvement in community meetings as requested, on a one time or regular basis
 - Engagement with communities, organizations, and groups interested in learning more about how CIVHC can support their work.
 - Develop partnership opportunities and collaborative approaches to support community efforts to improve health, improve care and reduce costs.
 - In collaboration with the Strategy and Business Development team, work with partners to ensure experiences with CIVHC and the CO APCD data meet the needs of the requesting community.
- Other projects as assigned

Other Requirements:

- The Program Manager must be a self-starter to ensure that projects are completed on time and within budget.
- The Program Manager must have excellent communication and facilitation skills to foster trust and collaboration amongst communities and players that may not be accustomed to working together and/or may have conflicting strategic goals.
- The Program Manager must be able to understand and speak to the needs of diverse stakeholders by developing them into achievable, tangible projects that generate partnerships and/or revenue for CIVHC.
- The Program Manager must possess good verbal presentation skills and the ability to use computer software to develop presentations and provide easy-to-understand graphs and charts to communicate research findings and progress on projects.
- The Program Manager will be expected to assist partners and other stakeholders in the writing and execution of grants to fund statewide efforts related to the two initiatives and community engagement opportunities.
- The Program Manager will be asked to facilitate community meetings and outreach activities.

- Represent CIVHC in the community at local and national events as requested.
- The Program Manager will, cooperatively and on their own initiation, identify new opportunities to develop statewide partnerships and new potential partners for collaboration.

Qualifications:

- Bachelor's degree in public health, public policy, health policy, nursing or other related field of study. Master's degree preferred.
- 5-7 years of program management experience.
- High level of self-motivation, direction and intellectual curiosity.
- Comprehensive understanding of care transitions and palliative care, previous experience in one or more areas is preferred (does not need to be patient experience).
- Formal training in group facilitation and/or community organization strongly preferred.
- Understanding of the role of data in a health care setting.
- Ability to problem solve individually and in collaboration with partners.
- Experience in the health care field and a working knowledge of the health care system, including current trends in care delivery and payment reform. Experience in the Colorado health care system is preferred.
- Professional experience in a role that required outreach and communication with diverse stakeholders.
- Experience developing and executing long-term work plans with multiple contributing partners and overlapping deliverable deadlines.
- Excellent attention to detail.
- Excellent written and verbal communication skills.

Physical Requirements:

- Ability to work at a computer for extended periods.
- Ability to travel to and from meetings: some overnight travel may be required.

CIVHC is an equal opportunity employer.

Limitations and Disclaimer:

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Application Instructions:

Interested candidates may submit cover letters and resumes to careers@civhc.org. Please include the job title and your name in the email subject line.