

JOB TITLE:	Behavioral Health Program Coordinator	NAME: TBD
EXEMPT:	No	
REPORTS TO:	Program Manager	DATE: November 19, 2021

SUMMARY: The Program Coordinator (PC) position is key to the success and progress of the Health Improvement Partnership of Santa Cruz County's (HIP's), Integrated Behavioral Health Action Coalition (IBHAC) and SafeRx Santa Cruz County (SafeRx) Coalition.

The PC is an accountable team member who oversees coalition activities related to IBHAC, including convening at least 4 meetings per year. The PC will be responsible for planning, coordination, facilitation, and follow-up messaging for IBHAC.

The PC will offer support to the Program Manager for SafeRx coalition efforts. Components include supporting Program Manager in 7 SafeRx Initiatives (community education, steering committee, core leadership team, metrics, MAT-AG, polysubstance, prescriber practice, polysubstance, and harm reduction).

The PC will engage in a variety of activities related to HIP's Complex Care Coordination efforts, including supporting the Program Manager in project management for current contracts. This work will include assistance to partners in their implementation of direct service programming for people with complex needs as well as promotion of efficiency in care coordination via the use of the local Together We Care ecosystem (Activate Care and Unite Us).

The PC will work closely with Program Manager in program planning, content development, and developing and disseminating program materials for distribution to partners and the community. The PC will also support and attend weekly HIP staff meetings, HIP convenings such as the HIP Annual Community Forum, Annual Board Meeting, and core coalition meetings as seen fit.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned.

PROGRAM COORDINATION (60%)

- Schedule and coordinate meetings and webinars for IBHAC and SafeRx
- Develop and maintain relationships with program partners and consultants
- Grant Management, including tracking due dates and grant deliverables, and completing and submitting grant applications, as well as program and final reports, with supervision from Program Manager and senior HIP staff
- Provide facilitative leadership for community and educational meetings, including curriculum development, identification and coordination of speakers, and preparation of materials
- Assist with data collection, analysis, and visualization for HIP projects

PROGRAM SUPPORT (30%)

- Provide logistical support toward HIP programs and contracts related to BH and Care Coordination
- Attend and support other HIP events and meetings as needed

DATA COLLECTION AND ANALYSIS (5%)

- Work with Santa Cruz County Public Health department to compile and analyze CURES prescribing data
- Prepare proposed dashboard and proposed method of continued updating for Metrics Initiative
- Proofread and edit Santa Cruz County Pain Management guidelines
- Participate in Prescriber Practice Initiative meetings to discuss, update, and publish guidelines.

OUTREACH (5%)

- Updates and tracks meeting invitations
- Drafts and coordinates outward communication

CORE RESPONSIBILITIES:

Leadership: Ability to effectively build program and staff capacity, developing a high-performance

workforce and the processes that ensure that programs run smoothly and are aligned with the HIP's mission, goals and strategies.

- Management and delegation of tasks to HIP interns and support staff
- Participates in hiring talent to support HIP goals and objectives
- Participates in performance measurement process including weekly and monthly 1:1 meetings, and annual reviews, consistent with organizational standards
- Creates opportunities and manages results through delegation and empowerment

Analysis and Research: Ability to effectively gather and analyze data from written and electronic sources.

Procedural Development: Exhibit skills in preparing written proposals

Other Duties and Responsibilities:

- Exhibits capacity to enforce accountability
- Management of communication processes and systems
- Responsible for conflict resolution and problem solving
- Ability to prioritize and manage time effectively
- Ability to gain consensus, collaboration and build an effective teamwork environment
- Drives innovation and supports a continuous improvement process philosophy
- Ability to build internal and external relationships
- Establishes and builds an environment of trust and credibility

GENERAL JOB PERFORMANCE STANDARDS

KNOWLEDGE OF WORK - Possesses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT and COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE and PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods and other authorized absences from work.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Minimum education: Bachelor's Degree. Master's degree in Social Work, Public Health, Public Policy, Business/Public Administration, Nursing, or similar field, preferred

Minimum two years project management, data integrity and analysis experience in health care and/or equivalent combination of graduate education and experience

Experience working in a multi-disciplinary, cross-cultural health care or social service work environment

Proficiency in Microsoft Office, including advanced skills in Excel

Demonstrated competency with project analysis, reporting and presentations

Proven ability to manage multiple projects and work on a collaborative team

Professional writing skills in English
Event planning and organizing experience
Reliable automobile transportation and willingness to travel out-of-county several times a month
Experience with CURES preferred but not required

LANGUAGE SKILLS:

Ability to read, analyze and interpret general business periodicals, professional journals, and sales and marketing reports. Ability to write reports, business correspondence, and procedures with conformance to the prescribed style and format. Ability to effectively present information and respond to questions from employees, managers, clients, suppliers, vendors, other stake holders and the general public.

MATHEMATICAL SKILLS:

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to define and solve practical problems and deal with a variety of concrete variables, occasionally in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

WORKING CONDITIONS: working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

ENVIRONMENT:

- Approximately 60% of the time performing job duties is spent indoors, within a work from home/virtual office environment. Approximately 40% of the time performing the job has the option to work in a shared office space.
- Approximately 60% of the time is spent on the computer.
- Noise level in the work environment is usually moderate.
- The temperature of the work environment is moderate and ranges from 65 – 80 degrees.

PHYSICAL DEMANDS:

- **Seldom (1–5%):** smell, drive, and reach above shoulders
- **Occasionally (6-33%):** bend, twist, push, pull, climb, squat, crawl, kneel, and drive
- **Frequently (34-66%):** sit, reach with hands and arms; climb or balance; stand and walk; grasp with hands and fingers; and lift up to 20 lbs
- **Continuously (67-100%):** use hands to finger, handle or feel objects, tools, or controls; see (including close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus), hear and speak; key (i.e., computer, calculator, telephone); and lift (up to 10 lbs).

MACHINES, TOOL AND EQUIPMENT:

- **Seldom (1–5%):** automobile
- **Occasionally (6-33%):** copier, fax, and 10-key calculator
- **Frequently (34-66%):** computer
- **Continuously (67-100%):** writing instruments and telephone

TRAVEL:

- This job requires some travel (20%-30%).

SIGNATURE OF APPROVAL:

Manager: _____

Date: _____

ACKNOWLEDGMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I have read, understand and can perform the essential functions of the job with or without reasonable accommodation. I further understand that, in order for the company to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee: _____

Date: _____