



Senior Program Director Genesee Community Health Access Program (CHAP) Greater Flint Health Coalition, Flint, Michigan



On behalf of our client, Greater Flint Health Coalition (GFHC), we invite qualified professionals to interview for Senior Program Director of the Genesee County Community Health Access Program (CHAP). GFHC seeks professionals with a passion for improving the health status of area residents covered by Medicaid insurance, and improve the quality and cost effectiveness of the healthcare systems in the community. Genesee CHAP addresses health needs, food and financial needs, transportation assistance and other barriers to care, by connecting residents to a medical home and providing navigation support related to insurance enrollment, public benefit programs, community-based agencies, and social services.

The Senior Program Director reports to the GFHC Chief Executive Officer and oversees a staff of 20 team members, consisting of licensed social workers, registered nurses and certified community health workers. The director also leads a collaborative engagement with physician practices, physician organizations, health insurers, hospitals, state/local government agencies, and community-based agencies to maintain and expand the integrated service delivery and referral process. This position also leads targeted programs designed to serve specialized populations.

This systems-driven position requires a professional with a strong belief in collaboration among all parties involved in CHAP's mission, with the goal of avoiding duplication of services, providing respectful, value-added services, and achieving high marks in client satisfaction.

Primary Responsibilities:

- **Provide leadership and administrative structure to achieve outcomes related to strategic objectives, grant and health plan contract deliverables, partnership agreements, and program work plans.** This requires collaboration with managers and GFHC administrative leadership and program stakeholders. It also involves evaluation of performance metrics associated with client service and engagement, partner referrals and feedback, and the collective outcomes of CHAP.
- **Oversee program structure and support and ensure excellence in program operations.** This requires overseeing the referral/intake system to optimize caseload, referral monitoring, intervention strategies and staff assignments, managing project timelines, overseeing training and support manuals, and cultivating a culture of compassion and excellence.
- **Direct and develop personnel to engage residents in a consistent, respectful, and effective manner.** This requires working with Human Resources to recommend, recruit and evaluate personnel, supervising managers and program staff, supporting staff efforts to become licensed and certified, and overseeing staffing ratio, training plans and client engagement outputs. It is an essential duty to ensure that staff and care coordinators engage residents in a culturally competent, respectful, and compassionate manner in all interactions.
- **Lead CHAP partnerships with referring medical practices, health plans, and multi-sector community stakeholders.** This requires working in partnership with GFHC leadership and the CHAP Medical Director to plan and execute steering committee, provider workgroup and advisory committee meetings. It entails working closely with physicians, practice managers and referral coordinators of pediatric and family medicine practices to orient, train, and reinforce their use of

CHAP services to drive continuous monthly referral volume. Strategies must be developed to ensure referral outcomes, satisfaction and quality improvement. This requires good communication among the practice managers' network. It involves managing the CHAP practice manager's meetings, leading programmatic committee planning and staffing in a collaborative fashion, with timely agenda development, minutes, program/grant development, work plan execution, outcomes reporting, and the completion of required committee follow ups.

- **Manage, develop, and sustain health plan and contractual agreements supporting CHAP.** Ensure compliance and success with contracts, business associate agreements, and grant agreements with Medicaid Health Plans, health care and practice partners, health departments, and grant funding entities. Develop new partnerships specific to CHAP's strategic business plan and service growth model, write and manage program contracts grants, and ensure all reporting is completed and submitted timely. Collaborate with GFHC administration on program budget and staffing ratios to maintain financial and program capacity needs and sustainability.
- **Engage in program development and organizational advocacy.** This requires attending governmental agency meetings, legislative sessions, community advisory boards and other community organization meetings to advocate for improved access and quality of health care for low-income and uninsured (or underinsured) children and adults. Develop and maintain good working relationships with key partners in the state and community, and represent Genesee County as a member of the Michigan CHAP (MI-CHAP) network.
- **Support the mission, vision, values and key strategies of the Greater Flint Health Coalition, and prioritize collaborative relationships.** Report to the Chief Executive Officer and participate in required Greater Flint Health Coalition cabinet meetings; serve on pertinent committees and task forces as assigned, including the Access Committee, Genesee Community Health Innovation Region Steering, and Community Referral Network. Participate and support the development of other projects and efforts that correlate or impact CHAP.

The selected candidate should have a Masters degree in healthcare, public health, education, or related field. Master's degree in Social Work and Licensed Masters Social Work certification (LMSW) strongly preferred. Must have five years of experience leading and managing care management and/or community health improvement programs, and supervising program or clinically licensed staff. Preference will be given to candidates with a track record in supervising licensed social workers, registered nurses, certified community health workers, or some combination of these professionals. The selected professional should be highly skilled in program development, with the ability to network and build partnerships within the community. Must have the ability to establish positive relationships, with a focus on collaboration rather than self-importance. This professional should be culturally competent, dedicated to equitable service, and able to respond to inquiries and complaints in a respectful manner. Most importantly, the selected candidate must have a passion to develop a culture of excellence and make the community a better place.

The Greater Flint Health Coalition was established in 1996, with a mission to improve the health status of area residents, and improve the quality and cost effectiveness of the healthcare system. It is a collaboration between Flint & Genesee County hospitals, physicians, insurers, businesses, government, public health, schools and colleges, nonprofits, and residents. Community programs, multi-sector partnerships, and the workplace are open and welcoming to all persons and perspectives. Find more information on GFHC at <http://www.gfhc.org>.

The Whittaker Group has been retained by GFHC to find candidates for this position. We are a national recruiting firm that focuses exclusively in the healthcare industry. For additional information or for consideration please contact me in confidence at:

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