



Fresno HOPE - A Pathways Community HUB

Program Director Job Summary

We are seeking an entrepreneurial, self-starter, collaborator with project management skills, to lead in the building, implementation, certification, and sustaining of the Fresno HOPE – A Pathways Community HUB (PCH) initiative in Fresno County. In this position, you will play a key role in ensuring Fresno County COVID Equity Project work continues and in leading the building and implementation of the Fresno HOPE PCH, an initiative of the Fresno Community Health Improvement Partnership (FCHIP) and fiscal sponsor Fresno Metro Ministry (Metro). HOPE = Health, Outreach, Prevention, and Equity.

FCHIP SUMMARY

The Fresno Community Health Improvement Partnership (FCHIP) was established in 2014 to achieve meaningful and lasting improvement in personal and population health outcomes through the alignment and measurement of current and future health related initiatives in Fresno County. Today, FCHIP is an anchoring health focused initiative that works closely with the community and local coalitions. Successfully addressing the significant health disparities that impact health outcomes in Fresno County demands agreement on shared priorities, integrative designs for aligned intervention strategies, and collaborative action from multi-sector partners. The FCHIP collaborative platform provides the space and resources for this work. Please refer to www.FCHIP.org for more information. FCHIP currently has five active workgroups and initiatives:

- Trauma and Resilience Network (TRN)
- Food Security Network (FSN)
- Diabetes Collaborative
- Fresno County Trauma-Informed Network of Care (NoC)
- Equity, Diversity, and Inclusion Initiative (EDI)
- Fresno HOPE – A Pathway Community HUB (PCH)

The Fresno HOPE PCH is a new \$7 million initiative for FCHIP and will be developed with initial funding from the Fresno County Department of Public Health.

The Fresno HOPE Program Director will facilitate the necessary hiring of staff, planning, training, contracts and agreements, events, meetings, and collaborative work among Care Coordination Agencies contracted by Fresno HOPE/Metro, as well as negotiate with payors and help raise funds for sustainability.

The Fresno HOPE Program Director will be stationed in office space secured by FCHIP. Fresno Metro Ministry will be the employer of record on behalf of the Fresno HOPE (PCH) consistent with letters of commitment between Fresno HOPE and Fresno Metro Ministry. The Fresno HOPE Program Director will provide technical assistance and support to all Fresno HOPE PCH partners involved in the PCH efforts and maintain compliance with Pathways Community HUB Institute certification prerequisites and standards.

The Fresno HOPE Program Director will be accountable to the FCHIP Executive Committee and communicate regularly with the FCHIP Leadership Team.

POSITION OVERVIEW

The Program Director will ensure contract deliverables are met and is responsible to oversee COVID Equity deliverables and the development, implementation, certification, and sustainability of the Fresno HOPE PCH in Fresno County. The PCH model is an evidence-based pay-for outcomes model for community care coordination which identifies and addresses risks in a whole person approach. The PCH model helps communities work to address health disparities that disproportionately affect low-income and underserved communities. Local Community Health Workers (CHWs) who are trusted navigators, work with families to connect to social and medical services to remove barriers to health and build a more resilient equitable community.

For more information, see the [PCHI website](#).

A. Position Qualifications

- A master's degree or equivalent degree preferred; bachelor's degree required
- A proven commitment to the mission and vision of FCHIP and the Fresno HOPE PCH and a dedication to improving outcomes for individuals and families
- Knowledge of community social and health issues in Fresno County
- Culturally competent in working with largely under-resourced communities such as those within the Central Valley
- Demonstrated success leading teams to achieve strategic goals
- Contract management experience
- Ability to think and problem solve at a systems level, as opposed to a program or organizational delivery level (e.g., identify strategies focused on increasing coordination or filling gaps in service)
- Excellent written and verbal communication skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Comfort with work planning and managing multiple priorities in a context of change and ambiguity and adapting to changing needs or momentum
- Ability to work independently, exercise appropriate action, and good business judgment
- Ability to identify and pursue funding opportunities to support the initiative
- Previous experience with or knowledge of Medi-Cal Managed Care
- Experience in Medi-Cal billing desired
- Ability to develop and oversee a budget, monitor expenses, and create budget reports
- Proficient in using the Microsoft Office Suite including Outlook, Word, Excel, and Power Point, at a minimum
- Ability to learn commonly used software programs as well as specialized software required
- Strong leadership skills
- A self-starter
- Organized and dependable, capable of multitasking
- Pleasant, flexible personality
- Valid driver's license and reliable transportation
- Adaptable and able to accommodate occasional travel within Fresno County

B. Essential Duties and Responsibilities

The role of the Fresno HOPE PCH Program Director is to perform the following functions:

Provide strategic leadership and supervision

- Shepherd Fresno HOPE PCH's overarching strategy and long-term goals for sustainability and PCHI certification
- Provide fiscal and programmatic oversight for the Fresno HOPE PCH
- Monitor Fresno HOPE PCH's progress and ensure goals and contract scope of work deliverables are met
- Work and communicate closely with the FCHIP Executive Committee, FCHIP staff, Care Coordination Agencies, Care Coordinators, and community stakeholders
- Manage Fresno HOPE PCH staff and ensure staff are aware of and complying with contract regulations and deadlines
- Carry out supervisory responsibilities in accordance with Metro's policies and applicable laws. These responsibilities include planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

Serve as a servant leader promoting equity

- Serve community-wide, not organization specific, health and equity goals as a listening and reflective party
- Promote diversity, inclusion, and equity, create safe spaces for difficult conversations and the inclusion of all stakeholders.

Sustainability

- Responsible for grant procurement, management, and reporting for continued funding and sustainability
- Build and maintain collaborative working relationships with funders, including managed care, care coordination agencies and care coordinators to ensure high quality, compliant, and results oriented client services
- Ensure Fresno HOPE meets requirements of PCHI Certification

Demonstrate public health and Medi-Cal knowledge and a passion for individual and population health in Fresno County

- Exhibit commitment to the vision and goals of FCHIP and the Fresno HOPE PCH
- Use a technical understanding of public health and social determinants of health issues that affect individuals and families in Fresno County to help move the work forward

Build and Manage Internal Infrastructure and Operations

- Oversee daily Fresno HOPE PCH operations, including communicating challenges, opportunities, and achievements to appropriate audiences
- Develop and provide support for internal processes
- Build and manage Fresno HOPE PCH's core infrastructure, including the staff, budget, information systems, administrative processes, and other support functions
- Manage all contracts between the Fresno HOPE PCH, subcontractors, and funders to pay for care coordination services for at risk populations
- Ensure billing to designated contractors are made and paid as agreed

Build and nurture relationships with critical community partners

- Utilize strong interpersonal and public speaking skills to effectively communicate Fresno HOPE PCH and FCHIP vision, goals, and strategies to all relevant community partners

- Serve as representative for the Fresno HOPE PCH on state, local, and national groups

Use data to drive decision making

- Identify information (both qualitative and quantitative) required to make decisions and ensure program integrity
- Conduct research, analyze, and create material for appropriate audience in partnership with the Data Analyst team member
- Provide oversight to Data Analyst to ensure quality research to understand the problem, promote accountability, learn, and improve
- Guide the building of a shared measurement system and reporting infrastructure to share data with internal and external audiences to make informed decisions

Develop Partner and Community Capacity

- Responsible for resource development, training, and monitoring capacity of Fresno HOPE PCH Care Coordination Agencies and initiating efforts to meet communities needs

The Program Director will deliver on these responsibilities by working collaboratively with internal and external stakeholders including the Pathways Community HUB Institute, Fresno County Department of Public Health, an Implementation Task Force, a Community Advisory Council, managed care, funders, contracted partners, community-based organizations providing direct services, and other stakeholders. The Program Director will manage and be supported by up to six additional staff members and will engage with FCHIP’s Leadership Team on an on-going basis.

C. Hours & Compensation

- This is a full-time 40 hours per week salaried position
- Hiring organization is Fresno Metro Ministry, the fiscal sponsor for FCHIP
- Compensation is commensurate with experience
- Employment is a grant-funded temporary full-time status beginning January 2021, and running through July 31, 2023.

D. ENVIRONMENTAL CONDITIONS AND PHYSICAL REQUIREMENTS

Work is generally performed in an environmentally controlled setting. Events may be conducted indoors or outdoors in a variety of weather and environmental conditions. Is regularly required to sit; stand, walk and climb stairs, speak and hear, both in person and by telephone; and use fingers and hands repetitively to operate office equipment including keyboards and to reach with hands and arms. Occasionally required to stand, walk, stoop, kneel or bend and may lift up to 25 pounds.

E. How to Apply

Please email applications to sue@fresnometmin.org with “Fresno HOPE PCH Program Director” to Sue Kincaid, FCHIP Program Director at sue@fresnometmin.org.

Applications should include the following, if possible compiled in a single pdf: 1) cover letter explaining your relevant experience and interest in the position; 2) resume; and 3) list of three professional references with contact information. Expected start date is January 15, 2022.

Cover letter should include qualifications and experience, overview of approach to this position, and pay requirement.

Review of applications will begin ASAP. Applications will be reviewed on a rolling basis and accepted until position is filled.

Fresno Metro Ministry is an Equal Employment Opportunity employer. We do not discriminate based upon race, gender identity, veteran status, disability, or other legally protected characteristics.”