NORTH CAROLINA HOSPITAL ASSOCIATION

POSITION DESCRIPTION

TITLE:
Program Manager, North Carolina Alliance for effective Care Transitions (NC ACT)

BASIC FUNCTION:
The Program Manager (PM) is responsible for managing the NC ACT initiatives, including but not limited to educational and collaborative programs, intervention assessments, convenings of stakeholder groups, and statewide conferences.

The PM also assists in the development and implementation of quality improvement and care transitions initiatives to support the mission of NC ACT, the NC Quality Center, and The Duke Endowment.

SPECIFIC RESPONSIBILITIES:
• Assist alliance stakeholders and NCHA member hospitals in the planning, development, coordination, implementation, and evaluation of NC ACT programs.
• Participate in strategic decision making for NC ACT.
• Oversee and manage assigned educational programs, learning networks, and/or campaigns.
• Assist with leading in-person and virtual training sessions.
• Conduct research and assessment of care transitions initiatives and activity across NC, developing reports summarizing findings. Manage evaluation and compilation of best practices.
• Develop and oversee written materials for external publication including summary reports, evaluations, marketing tools, and presentations related to NC ACT initiatives.
• In conjunction with NC Quality Center staff and NC ACT Leadership Team, prepare and distribute materials for internal use (including reports, briefings, memos) by NC ACT membership. Materials will explain current trends, analyze issues that will impact the membership and assist members in understanding that impact.
• In collaboration with the NC ACT Leadership Team, develop and monitor the NC ACT website and provide appropriate content. Conduct research and carry out special projects independently.
• Provide consultation to NC ACT partner organizations.
• Conduct site visits as needed.
• Prepare financial and programmatic progress reports for funder.
• Assist with the development of NC ACT, NCQC and NCHA policies and policy positions as necessary and provide data to support those positions.
• Perform other tasks and duties as may be identified by the Director of Collaborative Learning of the NC Quality Center.

EDUCATION/EXPERIENCE:
The applicant should have an undergraduate degree in an applicable field and have 2 years direct experience in project management. Experience in patient safety, clinical performance improvement or outcomes measurement desirable. The applicant should have demonstrated ability to build relationships, work collaboratively and to manage teams. Experience with both hospitals and non-acute care settings is preferred.
COMPETENCIES:
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint and MS Word
- Proficiency with graphic, web design and database software preferred
- Excellent written and oral communication skills
- Strong organizational and planning skills
- Knowledge of program development and evaluation
- Analytical/critical thinker
- Service-oriented
- Experience in acute and non-acute healthcare settings is a plus
- Requires a valid drivers license and access to reliable transportation for travel to site visits, in-person learning sessions and meetings.

INTERNAL RELATIONSHIPS:
Works closely with the NC Quality Center team and the NC ACT Leadership Team to meet NC ACT objectives.

EXTERNAL RELATIONSHIPS:
Develop and maintain good working relationships with hospitals, health care organizations, long-term care, community based organizations, other state hospital associations, quality improvement organizations, governmental agencies and funders.

IMMEDIATE SUPERVISOR:
Director of Collaborative Learning, NCQC

April 2014