

POSITION DESCRIPTION

Access Health Community Empowerment Program Manager

Position:

Reports to:	Director of Community Based Services
Supervision Exercised:	This position has supervisory responsibilities.
Classification:	Salary
Status:	Full Time
Pay Grade:	\$52,000.00 - \$62,000.00 per year

Mission: Through innovative solutions and trust building, we improve health in collaboration with individuals and communities.

Vision: Together with our community, Access Health empowers people to create and sustain optimal health for all.

Summary / Objective: Come grow with us. This is a new position that has been added to our existing leadership team which includes an Executive Director, Director of Community Based Services, Finance Manager, and Program Manager. As the Community Empowerment Program Manager you will organize, coordinate, and oversee operation of community programs through providing strategic guidance to teams and project staff, and identification of opportunities for new community-driven projects. This role focuses on empowering both staff and the community through capacity-building efforts. The Community Empowerment Program Manager reports directly to the Director of Community-Based Services and plays a key supervisory role within the organization.

Principal Responsibilities:

Program Management and Supervisory Functions:

- Support and enhance existing community programs, fostering community engagement and intervention design.
- Provide supportive leadership to project staff to strategize and implement community initiatives, including support for community-led activities.
- Identify and lead opportunities to expand scope, impact, and partnerships within community programs.
- Handle programmatic reporting, and assist Finance Manager with financial reporting, ensuring compliance with contractual requirements.
- Design and manage evaluation systems to assess program effectiveness.
- Convene partner and advisory board meetings, fostering effective communication.

- Mentor team members to promote professional development.
- Regularly assess the capacity needs of the organization and its employees and develop strategies to address any gaps.
- Track the effectiveness of capacity building initiatives and adjust as needed. This includes setting and evaluating performance metrics.
- Work closely with different departments and teams to ensure alignment of capacity building activities with organizational goals. Effective internal communication is crucial.
- Contribute to the development and implementation of policies related to staff development and community engagement.
- Establish and maintain feedback channels to understand the needs and opinions of both employees and community stakeholders.

Community Outreach and Engagement:

- Engage with community partners, including agencies, employers, grassroots organizations, and residents.
- Assist in developing and implementing community-engaged structural interventions to empower economic mobility and reduce health inequities.
- Facilitate and strengthen relationships with community stakeholders. This could include organizing community events, outreach programs, and partnership development.
- Represent the organization in various forums and networks. This may involve advocacy work as well.

Shared Responsibilities of all Staff

- Act and make decisions in accordance with Access Health’s Guiding Principles
- Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency
- Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques
- Develop new and unique ways to improve operations of the organization and to create new opportunities
- Utilize systems and procedures to maximize productivity
- Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- Report suspected fraud and abuse to HIPAA Privacy Officer or HIPAA Security Officer immediately
- Use and Disclose Protected Health Information (PHI) in accordance with established company policies and procedures and HIPAA guidelines
- Comply with federal and state laws as well as Company policy and procedures

- Maintain regular and predictable attendance for the purpose of fulfilling job requirements efficiently and effectively

Required Education and Experience

- Hands-on supervisory experience in a related field, demonstrating a track record of successfully leading and developing teams, with a strong focus on capacity building for staff.
- Strong passion for community development and empowerment.
- Demonstrated experience in community program management and development.
- Knowledge of capacity building principles and community empowerment strategies.
- Excellent communication and interpersonal skills.
- Ability to collaborate effectively with diverse stakeholders and build strong community relationships.
- Creative and innovative thinking with a commitment to community-led initiatives.

Preferred Education and Experience

- Associates or Bachelor's degree.
- Expertise in project planning, execution, and monitoring with a focus on timelines and deliverables.
- Experience in grants management, including budget oversight and adherence to award-specific guidelines.
- Effective communicator with a talent for simplifying complexity and fostering teamwork.
- Proven experience managing projects involving diverse teams and disciplines.
- Ability to effectively engage and manage relationships with community stakeholders.
- Proficiency in identifying and managing risks associated with complex projects.

Position-Related Skills/Competencies and Desirable Characteristics

- Skilled at discerning critical aspects of a situation and making timely, sound decisions.
- Willingness to consider diverse ideas and be receptive to feedback.
- Open to new perspectives and enthusiastic about experimenting with novel solutions.
- Proven ability to foster collaborations, inspire confidence, and motivate groups to achieve shared objectives.
- Experience in goal setting, action plan implementation, and progress evaluation.
- Knowledge of regulatory and compliance guidelines.
- Strong commitment to Access Health's Mission, Vision, Values, and Guiding Principles.
- Proficiency in facilitating meetings, leading training sessions, and making presentations to various audiences.

Work Environment

This job operates in a professional office environment and within the community, utilizing standard office equipment.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. This role does require significant walking within the zone community.

Position Type/Expected Hours of Work

This is a full-time position, consisting of 40 hours per week. Days and hours of work are Mondays through Friday of each week, between the hours of 8am to 5pm, with occasional evening or early morning hours as necessary.

Travel

Travel is primarily local during the business day, although some out-of-area may be expected.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Benefits: 401(k), Dental insurance, Flexible spending account, Health insurance, Life insurance, Paid time off, Retirement plan, Tuition reimbursement, Vision insurance

Location: In person at our Muskegon, Michigan office

License/Certification: Driver's License (Required)