



Family Connect Program Manager Job Description (Rev. 11-20-17)

Healthy Start Coalition of Southwest Florida, Inc.

The Family Connect Manager is responsible for helping to develop, test, and oversee implementation of the new Family Connect Coordinated Intake and Referral program in Collier, Glades, Hendry, and Lee Counties. The Program Manager will train and supervise staff in the call center and subcontracted providers based in hospitals and medical clinics. She/he will report to the Executive Director.

The Family Connect program will serve as the central intake for all services in the community for pregnant women and families with babies. The program goal is to connect families with one of the home visiting programs in each community, or the Medicaid health plan, as well as other needed community services.

The Healthy Start Coalition of Southwest Florida is a nonprofit 501(c)(3) dedicated to reducing infant deaths and premature births as well as promoting health and developmental outcomes for young children. Last year, we provided services to more than 14,000 pregnant women and young children. We have been providing services in Collier, Glades, Hendry, and Lee counties since 1992.

This position requires a professional who is:

- A seasoned maternal and child health advocate.
- An experienced team builder and supervisor.
- Highly responsible and able to work independently.
- An excellent communicator.

FUNCTIONS

The essential functions of the Program Manager include, but are not limited to the following:

1. Assist the Executive Director in developing and launching the program.
2. Coordinate community meetings with provider partners for model development and document meeting minutes.
3. Test the local model and data system.
4. Hire and train staff.
5. Provide supervision and support for program staff.
6. Implement quality assurance and improvement initiatives as directed.
7. Prepare management reports.
8. Participate on statewide committees, webinars, and conference calls.
9. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Experience in supervising a staff team
2. Ability to handle rapidly changing environments and priorities
3. Flexible
4. Excellent written and oral communication skills
5. Ability to work collaboratively with provider partners and committees
6. Creative problem solving
7. Ability to successfully manage and prioritize multiple projects and meet established timelines
8. Comfortable taking the initiative and proposing strategies and solutions

Healthy Start Coalition of Southwest Florida, Inc.

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MINIMUM QUALIFICATIONS

- BA/BS degree in a business, or health related field.
- 3+ years in maternal, or child health. Healthy Start program experience a plus.
- 2+ years' supervisory experience required
- Valid driver's license
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)

WORKING CONDITIONS

- Regular travel throughout the 4-county service area is required. In addition, occasional statewide travel may be required.
- Position is located in Fort Myers, FL.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met in order to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Functions include, but are not limited to, the ability to:

- Talk and communicate sufficiently to exchange accurate information;
- Move about the office and out of office to various indoor and outdoor locations;
- Remain in a stationary position for extended periods; and
- Occasionally lift and/or move up to 10 lbs. and push or pull up to 5 lbs.

SALARY

- \$40,000 - \$48,000

Equal Opportunity Employer