



## **POSITION DESCRIPTION**

### **SENIOR PROGRAM MANAGER (Full-Time, Remote)**

#### **ABOUT THE ROLE**

HealthBegins, a national mission-driven healthcare consulting and training firm based in Los Angeles, is accepting applications for a mission-aligned **SENIOR PROGRAM MANAGER** to join our team. Reporting directly to the Managing Director, this individual's main goal is to manage and support major strategic consulting initiatives and programs, including initiatives that strengthen equity-based partnership development between Community-Based-Organizations and Medicaid Managed Care Plans in California and beyond.

The qualified candidate must have demonstrable success in collaborative work and efficient program management, project coordination, and a self-starter who is a quick learner, curious, and excels at organizing and supporting teams, identifying and troubleshooting problems, and managing client and partner relationships. This is a full-time, salaried position.

#### **WHY WORK AT HEALTHBEGINS**

You'll join HealthBegins, a mission-driven firm that drives radical transformation in health by helping healthcare and social sector clients improve the social and structural drivers of health equity for patients and communities. You'll join a fast-growing team that's inspiring and helping courageous leaders across the nation to make healthcare and society better by addressing the "upstream" social, economic, and structural conditions that make people sick, especially for our most marginalized patients and communities. You'll extend the reach and impact of our strategic consulting, training and education, technical assistance, and communications and advocacy services and products. And you'll join a work culture that provides great benefits, values and supports you as you balance work and family commitments, and promotes excellence through team collaboration, continuous learning, transparency, diversity, equity and inclusion.

#### **RESPONSIBILITIES**

##### ***Program Management & Client Relationship Management***

- Provide leadership in the Strategic Consulting team by building and motivating team members to meet project goals, adhering to their responsibilities and project milestones.
- Provide and/or supervise program management and analytical support to HealthBegins strategic consulting and policy advocacy projects.
- Provide analysis and perspective and present project findings on data, policy literature, laws and regulations to provide support in informing organizational policy recommendations and help identify opportunities for health and racial equity.
- Cultivate and maintain professional relationships with clients and relevant stakeholders.
- Lead and coordinate the development of program deliverables (e.g. strategic plans, evaluations, implementation plans and reports.)
- Help build and support relationships with stakeholders, federal and state agencies, decision-making bodies, coalitions, working groups and other organizations.
- Document, synthesize and generate reports on policy/system barriers to health and racial equity identified by clients & partners.
- Supervise assigned employees and external consultants; handle daily staff assignments; plan and administer budgets; and tracking program expenses.

- Work with the communications team to help identify and develop client success stories and key performance indicators.
- Work closely with communications team to write and edit content, including but not limited to reports, issue briefs, fact sheets, presentations, emails, blogs, webinars, and other materials
- Work with internal operations staff to help standardize internal processes, establish practices, templates, policies, tools, and partnerships to expand and mature the capabilities of our organization across the strategic consultant service line.

**Project Management and Coordination:**

- Create a project management calendar for fulfilling each goal and objective.
- Develop project plans and document, maintain, monitor, and communicate project plans, tasks, and progress using project management software (*Click Up*).
- Leads effort to ensure transparency and accountability in equity practices across the organization, our partners, and community.
- Support the scheduling and planning of learning sessions, coaching calls, and virtual events (*Zoom and Google Calendar*).
- Organize, attend and participate in client and partner meetings.
- Create agendas and documentation of action items/next steps for client meetings and distribute them to all project team members before meetings.
- Ensure notes from client partner meetings are well documented, synthesized and shared
- Coordinate work and manage relationships with client project management staff.
- Track and document project tasks and changes, and ensure project deadlines are met.
- Assess project risks and issues and provide solutions where applicable.
- Ensure client / stakeholder views are managed towards the best solution.

**PREFERRED LOCATION AND TRAVEL REQUIREMENTS**

The ideal candidate would reside in California, Washington (state), Massachusetts or New York. While our teams are currently working remotely, our offices will be reopening starting in January 2022. The ideal candidate for this position would be based out of our Los Angeles office with the opportunity for remote and in-person work based on the needs of the position. The ideal candidate is willing and able to work during regular business hours on Pacific Time.

**ATTRIBUTES INCLUDE:**

- A self-starter who values teamwork and exercises judgment to step up for work while also ensuring needed perspectives are reflected in the final product.
- Leads conversations with empathy and demonstrates understanding of social and structural drivers of health and health equity.
- Well-organized and clear communicator with attention to detail.
- Strong interpersonal skills, self-awareness, and situational awareness.
- Comfortable with change and ambiguity, and has proficiency in prioritizing issues/escalations and managing multiple projects simultaneously.
- Intellectual curiosity about social and structural drivers of health and health equity.
- Possesses broad experience in handling difficult or sensitive situations in a professional, timely, and thorough manner and highly motivated to provide excellent client service.
- Able to work with a diverse team and with a diverse range of people.
- Demonstrate knowledge and experience working with industry-leading project management methods, tools, and resources.
- Quick analysis, troubleshooting, and problem resolution skills.
- Highly proficient in Microsoft Office and Google Suite software.
- Excellent experience with databases and CRM software.

- Must be willing to provide references and have information from their resume and interview verified.
- Must have work authorization to work in the United States.

**PHYSICAL WORK DEMANDS:**

- Ability to communicate orally with others.
- Regular use of the telephone, laptop camera, and email for company communication is essential.
- Sitting for extended periods is common.
- Standing at a workstation for extended periods.
- Ability to distinguish standard colors.
- No heavy lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required (e.g., the approximate weight of 3 large telephone books).
- Good manual dexterity for the use of common office equipment such as laptops and calculators.
- Will provide reasonable accommodations to support candidates to work remotely, to support physical ability.

**QUALIFICATIONS INCLUDE:**

*Required:*

- 5-7 Years of experience in similar role
- Bachelor's Degree or four years of relevant work history post-high school
- Strong interest and commitment to advancing health equity

*Preferred:*

- Master's Degree (MBA, MPH, or MHA)
- Experience working in public health, community health, and/or healthcare industry (community nonprofits, healthcare settings, health plans, human service providers, and/or philanthropies).
- Experience working in or demonstrated deep understanding of Medicaid policy and/or managed care plans is a plus.
- Experience working with stakeholders in a nimble, fast-paced, and hybrid (in-person and virtual) work environment.

The compensation range for this position is **\$80,000 to \$100,000** commensurate with experience. To apply, please submit your cover letter and resume to [admin@healthbegins.org](mailto:admin@healthbegins.org). Will not accept candidates without a cover letter and resume. We appreciate all interest in this opportunity, but we ask that only those who meet the above criteria apply, please.

*HealthBegins strives to maintain a diverse and inclusive workforce through recruitment, retention, and promotion policies. We strongly encourage people who have been directly impacted by the social needs and systemic barriers we address to seek employment with us. HealthBegins believes that all persons are entitled to equal employment opportunities and does not discriminate against its employees or applicants because of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, sexual orientation, disability, or medical condition.*