



Program Director

Instructions

This job template provides an overview of the Program Director's role and responsibilities within the organization and qualifying characteristics and skills. You should plan to adapt the job description to meet the needs of your organization, Care Team, and target population.

Position Title: Program Director

Reports to: —

Work in collaboration with: Patient Navigators(s), Care Coordinators, health care/medical providers (primary care physicians, nursing staff, mental health workers)

Position Summary

The Program Director ensures the mission of STEPS to Care is carried out through care coordination. She or he is responsible for building the team to carry out the program smoothly. The Program Director communicates with Care Team members, partners, and health care providers on a daily basis to ensure that deadlines are met and roles are understood. The Program Director leads and manages budgeting and reporting aspects of the program, and supervises staff.

Responsibilities

Organizational and administrative duties:

- » Provide oversight of the program through monitoring, reporting, and quality assurance activities
- » Provide programmatic, clinical and quality supervision to Care Coordinators and Patient Navigators
- » Manage administrative and programmatic aspects of the program, including budgeting, reporting, chart reviews, and liaison with grantor (if applicable)
- » Communicate with staff and partner organizations regularly and concisely
- » Oversee the day-to-day functioning of the program
- » Maintain a strong referral system and ensure that all contractual service delivery targets are met
- » Collaborate with health care providers (such as primary care physician, mental health workers, nurses) to ensure that the full continuum of care is brought to HIV-positive clients
- » Oversee ongoing quality management activities and integrate quality improvement into daily program operations
- » In some cases, organizes or leads staff training sessions
- » In some cases, provides clinical supervision to Patient Navigators and/or Care Coordinators

Qualifications:

Personal characteristics and skills:

- » Commitment to the mission of care coordination
- » Commitment to quality improvement
- » Interpersonal skills and the ability to communicate concisely and positively to Care Coordinators and Patient Navigators
- » Communication skills to negotiate expectations and carry out protocols
- » Possess initiative and problem-solving skills
- » Strong sense of teamwork and team-building

Education and experience:

- » MPH, MSW, MPA, MBA—or—BSN, PA, NP with formal managerial training
- » 3 years minimum of managing similar services
- » Strong understanding of cultural competency with the target population
- » Computer literacy necessary
- » Exposure to issues of death and dying in clinical settings

Physical requirements:

- » Physical demands associated with office work
- » Some travel

To apply, send a resume and cover letter to
[HIRING MANAGER NAME] at [EMAIL ADDRESS].