

Job Title: Operations Manager, Great Rivers Pathways Community HUB

Reports to: Director, Great Rivers HUB

Organization: Great Rivers United Way



BACKGROUND AND GENERAL DESCRIPTION

Great Rivers United Way is working in partnership across government, health, and nonprofit sectors to create a system of community care coordination that among several objectives will connect people in need with resources available and assure at-risk populations are connected to holistic supports to improve their health. The nationally standardized Pathways Community HUB model focuses on completing pathways for high-risk individuals to reduce their risk and improve their overall health. Great Rivers HUB is the local implementation of the Pathways Community HUB model.

Great Rivers HUB functions as an administrative center for a community and region-wide network of care coordination agencies throughout identified communities who connect health and social services resources to disadvantaged populations. This model screens families for risk factors and connects them to Community Care Coordinators, such as Community Health Workers, who work for a variety of nonprofits and serve as a link to existing community resources.

A full-time HUB Operations Manager will be responsible for managing the day-to-day operations of the HUB model as well as working closely with the HUB Director to manage the implementation of the strategic direction and expansion of Great Rivers HUB.

PURPOSE

Develop and implement the Great Rivers HUB and the network of care coordination agencies and Community Health Workers who will address needs of at-risk populations to mitigate risks and improve overall health. Manage a system to find the most at-risk populations, provide effective community care coordination, and measure results.

POSITION RESPONSIBILITIES

Pathways Community HUB model Management

- Monitor Pathway completion status and data (completed, accurate and timely data entry) input to the HUB.
- Attend HUB-related meetings: Community Advisory Board(s) and other meetings as necessary.
- Approve monthly reimbursement to CCAs based on identified protocol and contracts.
- Use CCS database to monitor and evaluate care coordination according to policies.
- Conduct daily, monthly, and quarterly quality improvement practices within the CCS database. Report out findings as detailed in policies.

- Support all HUB expansion activities and participate in grant/payer related activities as identified by HUB Director.
- Conduct monthly exclusion checks.

Care Coordination Agency Support and Management

- Maintain positive relationships with Care Coordination Agencies (CCAs).
- Coach and support Community Health Workers in their daily tasks.
- Ensure CCAs are maintaining compliance with Great Rivers HUB Policies and Procedures.
- Prepare CCS reports when requested for HUB Director and for community Care Coordination Agencies (CCAs) and educate CCA supervisors on how to access reporting resources.
- Communicate with Care Coordination Agencies and monitor the HUB database to ensure quality care is provided to clients by Community Care Coordinators to include appropriate connection to interventions according to developed protocols.
- Conduct at least quarterly Reviews/Audits of database, information and report out results to HUB Director and CCAs; monitor quality improvement recommendations and requirements.
- Ensure CCAs and CCCs/CHWs are connected to community resources for appropriate resource alignment and pathway completion.
- Coordinate with HUB Clinical Partnerships Manager to ensure CCAs and CCCs/CHWs are receiving education and training regarding developed intervention protocols and documenting appropriately within the HUB database.
- Facilitate monthly Community of Practice meetings, in coordination with HUB staff for CCAs/CCCs/CHWs.
- Provide training and support as needed to CCAs for continued service and contract compliance with Great Rivers HUB, to include database navigation, Pathways, interventions/protocols and other relevant areas of support as identified by HUB Policies and Procedures.

Community Engagement

- Co-facilitate onboarding trainings for CHWs and CHW Core Competency training.
- Communicate, at least monthly, with referral sources to identify active clients and their assigned CHW.
- Provide trainings on the model to partners as needed.
- Maintain effective communication and relationships with key community partners in government, social services and healthcare.
- Be prepared to present on the care coordination agencies and their roles in the Great Rivers HUB.
- Collaborate with the HUB Director and staff to identify community service gaps and needs as identified by HUB data collection.
- Assist in planning HUB-related events and informational meetings with interested parties.
- Prepares, distributes, and maintains variety of reports as directed by HUB Director, to include monthly referral and active client list update to Community Advisory Board(s).
- Facilitate and participate in all local and regional CHW network meetings.

- Support regional and Statewide network development.

Great Rivers United Way Responsibilities

- Develop and maintain a thorough and nuanced understanding of Great Rivers United Way programs and initiatives.
- Represent all Great Rivers United Way partner agencies with integrity and respect.
- Attend weekly staff meetings.
- Attend GRUW-related events and provide needed updates as requested by GRUW staff, Executive Director, and Board of Directors.
- Other duties as assigned.

QUALIFICATIONS

Education: Our preferred candidate would have a Bachelor's degree in public health, human services, sociology or a related field. Knowledge or experience with Community Health Workers is a plus.

Experience: Minimum of one year of experience in case management, human service, public health or administration and project management.

Knowledge: Knowledge of public health and/or human services and nonprofit management. Specific knowledge of case/client management. Ideally, knowledge of technological development, care coordination/peer support specialists, quality improvement practices and local community resources.

Skills: Strong organizational and time management skills. Ability to work independently. Positive coaching skills. Excellent communication skills. Ability to work in a fast-paced, dynamic environment, handling multiple tasks simultaneously. Demonstrated ability to build and sustain productive relationships. Ability to work professionally and effectively with diverse individuals, groups, organizations, and communities. Comfortable facilitating group meetings and trainings. Familiarity with health care and social services available in the region. Intermediate computer skills in Word, Excel, and PowerPoint.

- Some regional travel will be required
- Must be able to pass a background check and monthly exclusion checks

Salary: Starting at \$52,000 and negotiable based on experience

Application Deadline: August 25, 2023

Send letter of interest and resume to:

**Mail: GRUW – Great Rivers HUB
1855 East Main Street
Onalaska, WI 54650**

Email: lpurl@gruw.org

Great Rivers United Way is an Equal Opportunity Employer.