



CHC Transformation Director

Position Description

Position:	CHC Transformation Director	Date:	01.13.21
Reports To:	Deputy Director Quality Improvement Manager,	FLSA Status:	Exempt
Supervision:	Transformation Manager, Sustainability & Transformation Specialist	Pay Type:	Salary
Hours:	1.0 FTE	Starting Range	\$75,000 - \$90,000
Approved By:	Joan Watson-Patko, Executive Director		

_____ Date _____

1. Primary Purpose

The Community Health Center (CHC) Transformation Director leads the development and implementation of technical assistance and training programs that support health center care model transformation, integration and innovation that is aligned with emergent practice and payment models in Oregon and the nation.

The CHC Transformation Director works in close partnership with the Deputy Director and other OPCA Directors to align, design, and support TA and Training that responds to member needs, the HRSA Cooperative Agreement, and other funded programmatic deliverables. The CHC Transformation Director works to align the transformation team and its members with the organizational processes and culture at OPCA that leads to great inter team collaboration and shared accountability for individual and collective work.

2. Essential Duties and Responsibilities (~60% of time)

Technical Assistance (TA) and Training Program Leadership

- In partnership with the Deputy Director and OPCA Directors, supports and participates in the successful completion of processes for aligning, coordinating and integrating the OPCA Transformation team work priorities and plans that are driven by the OPCA strategic plan, funded commitments and resource availability.
- Provides daily leadership for the Transformation-focused components of OPCA’s work plan to achieve effective support for members in key areas such as advanced care and clinical team structures, PCMH/PCPCH, social determinants of health screening and intervention within the care team, population health improvement strategies, behavioral health integration, new access models, and emerging care team roles.

- Provides daily leadership for Quality Improvement programs and human-centered approaches to care, such as design thinking, trauma-informed care, patient experience and patient-centered communication.
- Provides daily leadership on technical assistance and training relating to Behavioral Health Integration. Leads the OPCA Behavioral Health Leaders Peer group in coordination with the OPCA Peer Group Program and as determined by the peer group and its advisors.

Member and Partner Engagement

- Builds and maintains partnerships with key stakeholders at the state, regional and national level to advance department priorities and organizational mission.
- In partnership with the Policy and Programs Senior Director, contributes to the development, analysis and communication of overall member needs assessment and recurring engagement survey; leads development, analysis and communication of member needs assessment in program area in order to set priorities and shape programming on the basis of members needs and input.
- Leads development of program communication and contributes to coordination and integration of external communication pertaining to department work in order to improve program effectiveness and promote member engagement.
- Contributes to the development and maintenance of member relations and knowledge management tools in order to improve program evaluation, internal documentation and tracking of member information, and external communication of program-related materials.
- Travel to represent OPCA at relevant conferences and meetings in order to maintain knowledge of landscape, build partnerships and promote brand awareness.

Program and Resource Development

- Partner with OPCA Directors, and direct reports to identify fundraising priorities and facilitate development and successful implementation of grant strategies to secure funds to support department programs.
- Leads resource development and program design for new technical assistance and training programs in response to member needs in a changing landscape and strategic plan priorities, and determines close-out plans for programs that are no longer relevant or funded.
- Act as a thought partner and strategic lead to direct reports on new program strategy and design in order to promote alignment, coordination and integration across programs, and ensure effectiveness of implementation plans and advancement of organizational priorities.
- Conduct cross/inter department planning on shared projects or program goals to ensure alignment and maximization of effort.

Management of Specific Projects

- Lead the deployment of specific projects in order to advance team priorities.

3. Essential Strategic & Leadership Responsibilities (~30% of time)

- Supervises three to five staff with an emphasis on supporting team collaboration and individual mentorship and success.

- In partnership with the Deputy Director, develops annual initiative budget and manages resources for program area.
- Serves as a member of the OPCA Executive Team and an Executive Sponsor of select OPCA committees, as identified.
- May have involvement with the OPCA Board of Directors Or CHCNO Board of Directors as needed or if assigned to lead a specific committee.

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g. scheduling, time sheets, internal organization communications, etc.)

5. Knowledge, Skills, and Abilities

- Broad knowledge and understanding of CHCs and their/our mission
- Experience in researching models and concepts, tracking workflows, and sharing written information.
- Ability to think strategically and deliver technically.
- Project management experience.
- Knowledge, skill and ability to establish and maintain effective working relationships with a wide variety of personalities and organizations.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities; enthusiasm for collaboration, communication, and celebration.
- Ability to work with diverse partners and leverage areas of expertise.
- Excellent interpersonal, oral and written communication and organizational skills.
- Some marketing skills
- Ability to self-direct with a high degree of organization.
- An ability to work with people who think, act, look, and/or live in a manner different from one's self.
- Effectively represent OPCA in a wide variety of settings
- Strong computer skills, including thorough knowledge of Word, Excel, Power Point, etc.

6. Minimum Qualifications and Experience

- Extensive business knowledge with comprehensive understanding of the organization and functional area.
- Generally requires a master's degree and/or 10+ years' experience; five years management responsibility. Extensive knowledge of the field with advanced leadership skills.
- Fluency in written and spoken English required.

7. Preferred Qualifications and Experience

- TBD

8. Specific Job Attributes

- **Job Complexity:** As an expert in the field, uses professional concepts in developing resolution to critical issues and broad design matters. Works on complex projects important to the organization. Uses skills to contribute to development of strategic company

objectives and principles and to achieve goals in creative and effective ways. Develops guidelines, processes, and procedures for assigned functional area. Responsible for resource allocation, including budget and personnel. Makes strategic decisions based on company goals and objectives.

- **Impact:** Conducts complex and vital work critical to the organization. Failure to achieve goals will have significant impact on success of functional area and organization.
- **Degree of Work Direction & Project Management:** Works largely without supervision. Exercises latitude in determining objectives and approaches to critical assignments. Makes decisions based on company and functional objectives and allocated resources.
- **Responsibilities as a Team Member:** Leads organizational team(s) to achieve measurable team and/or organizational objectives. Works closely with executive leadership in defining organizational goals and strategic plans.
- **Internal & External Contacts & Communication:** Creates formal networks with key decision makers and will serve as external spokesperson for the organization. Recognized as an influential leader.
- **Leadership & Supervision of Others:** Manages the work efforts of others. Responsible for hiring, firing, performance appraisals, and pay reviews. Makes decisions based on company and strategic objectives and allocated resources.
- **Innovation & Quality Improvement:** Leads improvement in functional area. Influences and aligns CHC leaders, partners and other key stakeholders behind implementing innovative programs in their area of expertise to improve health center and/or OPCA value. Builds partnerships to support innovation and improvement.
- **Responsibility for Administrative Work:** Responsible for project management of individual work, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, distributing relevant communications, and managing personal administrative needs, such as travel planning and expense reimbursement reports. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities for the organization and availability of team resources.
- **Budgetary & Fiscal Responsibility:** Responsible for developing and managing initiative budget. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements. Participate in strategic needs assessment and planning for organization budget management and projection.

9. Travel Required

- In and out-of-state travel is required for this position. If using a vehicle for work related travel, must possess valid Oregon driver license and provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or be insurable if renting. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.

- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties will be performed in both an office setting and out in Community Health Clinics.

11. Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through HR Generalist for standardization and Operations & Finance Director for review.***