

EMPLOYMENT OPPORTUNITY



PROJECT MANAGER

Community Referral Network

Greater Flint Health Coalition – Flint, MI

Greater Flint Health Coalition (GFHC) is seeking a Project Manager to join our team.

Overview:

Community partners and collaborators have worked closely over the past year to strengthen and coordinate the network of available community, state, federal, and academic partners, and resources to support the creation of a registry. The Flint Registry is a support-focused, non-research registry that will support Flint residents exposed to lead contamination from the Flint Water system by connecting them to community programs that improve health outcomes.

This cutting-edge voluntary registry will link participants to various community health, educational, environmental, and other resources to help mitigate the public health effects of lead exposure. The referral component of the Flint Registry will involve connecting Flint Registry participants to community programs through a single online Community Referral Platform (CRP) currently being used in the Greater Flint community.

The full-time Project Manager will support the Director of Community Engagement in coordinating the details related to the development, implementation, and management of the community-wide referral process for the Flint Registry. The Manager will track and manage all referral content and program performance data aiming to provide Flint Registry participants with referrals to community-based services that mitigate the effects of lead exposure.

In this role, you will provide reporting and actionable analysis to support operations and drive constant improvement in the community. You will work with a variety of internal and external groups, enabling you to expand your knowledge and experience, and gain broad exposure to the organization and community. You will interact with a wide-range of people in a fast-paced environment where constant change is the norm.

Daily responsibilities will include data compilation and analysis, referral process and database management, reporting, best-practice research, procedure maintenance, development of communication materials, and program documentation to support Flint Registry strategic plans. Flexibility and a commitment to continuous learning will be required of the successful candidate.

Primary Responsibilities:

- Monitors, processes, and manages in-bound referrals to appropriate service organizations based on registrant need.
- Owns the maintenance of ongoing metrics, reports, analyses, dashboards, etc.

- Formulates new internal processes and analytical reports to improve information resources.
- Gathers data from internal and external organizations; updates periodic reports; analyzes statistical data to identify and correct errors and to evaluate general content.
- Uses advanced business unit knowledge, proactively researches requests for assistance and recommends solutions or process improvements that will meet program needs.
- Performs review analyses, including accumulation of data, forecast modeling, reporting and monitoring of responses.
- Develops ad-hoc reports to conduct data analysis and validation.
- Analyzes trends to recommend process and/or operational improvements.
- Researches methodologies and conducts advanced metric reporting.
- Creates scripts to automate repetitive tasks, where appropriate.
- Manages timelines, activities, documentation, and deliverables while maintaining alignment with program objectives and work-plan requirements.
- Participates in quality assurance, continuous improvement efforts, identifying system and process issues.
- Supports the mission, vision, values and key strategies of the Greater Flint Health Coalition and development of collaborative relationships with the organizations that interface with the program
- Designs data acquisition methods
- Assesses results
- Analyzes trends
- Other duties and responsibilities as assigned.

Qualifications & Experience Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 2+ years of experience in relevant health care or business domains, including healthcare information management, data warehousing and business intelligence tools, techniques and technology, or experience in analytics, business analysis or comparable consumer analytics solutions.
- Bachelor's degree in Public Health, Computer Science, Engineering, Math, Statistics, Business, or related discipline.
- Knowledge of data warehousing concepts.
- Knowledge and direct experience using databases and business intelligence reporting tools.
- Competent in Microsoft Office computer applications (including Word, Excel, PowerPoint, and Access), internet usage, and use of office machines.
- Prioritization, multi-tasking, and organization skills and a strong attention to detail.
- Demonstrates a high level of critical thinking and problem solving skills in order to make sound assessments, implement plans and re-evaluate program outcomes.
- Maintains a high level of confidentiality and acceptance of diverse populations.
- Demonstrates a high level of cultural competency in the daily performance of duties

- Demonstrates ability to work within a team-based environment; is flexible with schedule, tasks and settings; complies with organizational, state and federal rules.
- Demonstrates excellent customer service performance on all contacts with internal and external customers, with attitude and actions that are consistent with Flint Registry
- Demonstrates interest and ability in continuous quality improvement; receptive to feedback.
- Knowledge of HIPPA and prior experience in a health care setting a plus.
- Excellent interpersonal, written and oral communication skills and an ability to present self in a courteous, tactful, and professional manner.
- Considerate, attentive, and punctual.
- Demonstrated ability to take initiative and to work proactively, both independently and in teams; excels in an open office environment.
- Great passion for the mission, vision, and values of the Greater Flint Health Coalition and able to promote both internally and externally.
- Motivated.

Reports to: Director of Community Engagement

Job Status:

Full Time, Salary; Monday through Friday, 8:30 a.m. to 5:00 p.m. on average with occasional early morning meetings

Compensation:

Greater Flint Health Coalition's collaborative work environment emphasizes teamwork, personal commitment, integrity, and success. In addition to the meaningful and groundbreaking work to improve health on a community-wide level, GFHC offers a competitive salary commensurate with experience. Benefits include paid time off, holidays, medical, vision, and dental benefits plus life & disability insurance paid 100% by employer for employee, 403b (5% employer contribution), and more.

About Greater Flint Health Coalition:

Greater Flint Health Coalition serves as the neutral convener and backbone organization for public health and healthcare collaboration between Flint & Genesee County hospitals, physicians, insurers, businesses, government, public health, schools and colleges, nonprofits, and citizens. We work to improve the health status of area residents, and improve the quality and cost effectiveness of the healthcare system in our community. For more information on the GFHC and our work, please visit our website <http://www.gfhc.org>.

To apply, please submit the following Application Materials:

Qualified applicants please submit (a) cover letter (addressing how candidate meets qualifications), (b) resume, (c) salary history, and (d) employment references via email to jobs@flint.org, c/o Greater Flint Health Coalition, Attn: Human Resources, 519 S. Saginaw

Street, Suite 306, Flint, Michigan 48502. In the subject line of your email, please write "Project Manager Community Referral Network".

This position is open until filled.

Full posting also listed at <http://www.gfhc.org>.

NO PHONE CALLS PLEASE.

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