

# Program Specialist

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<b>Job Title</b>	Community Program Specialist
<b>Department/Program</b>	Delta Region Community Health System Development Program(DRCHSD)
<b>Reports to</b>	Community Program Manager
<b>Location</b>	Duluth, MN or Remote
<b>Class</b>	Full-time Exempt
<b>Grade</b>	5a

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

## Job Summary

The National Rural Health Resource Center (The Center) seeks a Community Program Specialist working remotely in the southern states, with preference in the Mississippi [Delta Region](#).

The ideal candidate should have at least four years of experience in health care, community planning and development, public health, business or a related area. Knowledge of Delta Region and rural health issues, health equity and disparities and facilitation concepts desired. The Program Specialist should be outgoing and possess outstanding customer service, and effective written and oral communication skills. Effective relationship-building skills and ability to engage stakeholders in program activities are necessary. They should have experience working in a team environment and be capable of independent decision-making. Experience preferred with working remotely and with Microsoft Office Teams and Zoom Meetings or similar platform. Key attributes include extravert personality, facilitation and

organizational skills, creativity, critical thinking, proactive problem solving, and team collaboration.

## Essential Job Functions

- Assists and works with team and external consultants to provide education, coaching and technical assistance to rural health providers (including rural hospitals, clinics, providers and other community stakeholders, state and federal organizations and rural health policy makers) on topics such as strategic planning, and community engagement, community care coordination, performance improvement and system frameworks, health system development, and population health service coordination.
- Deliver presentations and education content to customers through a various mode of communications to include phone, face-to-face, remote presentation technology on a one-to-one basis and through group discussions.
- Assist team in coordination of technical assistance services to ensure a productive, efficient team environment.
- Assist team with coordination and completion of regular reporting requirements (including evaluation and information tracking processes) and perform analysis.
- Work collaboratively onsite and remotely in a team environment to collect best practices from rural communities, write program reports, provide direct technical assistance, develop and promote resources and tools, and improve technical assistance service delivery.
- Participate in organizational team meetings, rural health conferences and workshops as appropriate.
- Other regular and ad hoc duties as assigned.

## Program Specific Job Functions

- Support program activities:
  - Provide direct assistance to the CCC Program Manager to support day to day activities of community care coordination (CCC) activities
  - Provide technical assistance in CCC and health system development among others to support selected communities in meeting program goals.

- Assist team in performing and coordinating day to day program activities and technical assistance services to ensure a productive, efficient team environment to meet program goals
- Review and prepare community health status reports and perform analysis as directed for program assessment
- Develop community care coordination (CCC) templates, tools, and educational topics with team
- Provide Technical Assistance:
  - Act as point of contact for a specific cohort of hospitals and/or clinics
  - Work with Program and hospital/clinic team to integrate community care coordination activities to enhance sustainability
  - Work with consultants, subject matter experts to develop, initiate and deliver technical assistance that improves community care coordination
  - Assist and develop CCC activities and trainings
  - Educate and coach selected community champions and state stakeholders in community engagement and care coordination
  - Collaborate with Program stakeholders (hospital/clinic leadership teams and Champions) to develop and facilitate in-person or virtual community events
  - Provide in-person or virtual technical assistance to support implementation of community priorities
  - Deliver presentations and education content through various modes, such as learning collaboratives, webinars, summits, and onsite at hospitals and/or clinics
  - Build community collaboration to address broader socio-economic challenges and support integration of social services and emergency medical services (EMS) within CCC activities
- Conduct communication, dissemination and evaluation of program activities and outcomes:
  - Outreach to and communicate with program stakeholders
  - Assist development of reports, tracking key findings and performing various assessments
  - Develop program monthly briefs and reports as required
  - Assist in development of community spotlights, and other outreach and promotional materials
  - Deliver presentations of program content and outcomes through various modes of communications such as webinars, summits, and conferences

- Other regular and ad hoc duties as assigned.

## Education and Experience

An equivalent combination of education, training and experience will be considered.

- Bachelor's degree in health, business or public administration, public health, health science or a closely related field. Master's degree in related field preferred or equivalent work experience.
- The ideal candidate should have at least four years of experience in health care, public health, community planning and development, business or public administration or a related area.
- Knowledge of Delta Region, rural health issues, health equity and disparities, and facilitation concepts desired.
- Proficiency in Microsoft Word, Excel, PowerPoint, and virtual meeting programs (such as Zoom) is desired.
- Training, facilitation, presentation and writing experience.

## Knowledge, Skills and Abilities

Representative, but not all-inclusive of those commonly associated with this position.

- Excellent verbal and written communication skills.
- Excellent customer service skills and detail oriented.
- Ability to engage leaders and effectively communicate via various modes of communications
- Ability to work with groups including facilitation and presentation required
- Ability to organize and prioritize duties to effectively manage activities.
- Team player with strong commitment to performance improvement.
- High degree of proficiency in Microsoft Office and SharePoint Products
- Display an openness towards innovative solutions and approaches
- Outstanding training, facilitation and presentation skills

## Work Environment

Employees at The Center enjoy a casual, friendly, supportive work environment focused on important, mission driven work.

The Center has offices located in the Historic Canal Park neighborhood of Duluth, MN on the shores of Lake Superior, just feet from the iconic Aerial Lift Bridge. The Center promotes a healthy workplace culture by providing a satisfying work/life balance and focusing on a holistic approach to employee well-being.

The Program Specialist will work primarily in an office setting either on site at the Duluth office location or in a home office environment in southern states, with preference in the Mississippi [Delta Region](#).

Additionally, some overnight travel will be expected to various locations through the United States.

The Center hours of operation are 8:00 a.m. to 4:30 p.m. Central, Monday through Friday; however, personal work hours may vary.

## Physical Abilities

Commonly associated with the performance of the functions of this job. The physical demands described below 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 essential functions.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.