



Program Manager

FLSA Classification: Exempt

Reports to: Connect Mat-Su Director

Salary Range: \$74,000-\$77,000

To apply, please visit: <http://tinyurl.com/mshf-connect-program-manager>

Application deadline: March 27, 2024, with first review of applicants beginning March 15

JOB DESCRIPTION

About Connect Mat-Su

Connect Mat-Su was created in 2018 to serve as a comprehensive and innovative health and social services information and referral resource center. It is a network with both a physical and virtual resource center linking residents with immediate access to the information, referrals, and direct assistance needed to thrive physically, mentally, socially, and emotionally. Connect Mat-Su is wholly owned and operated by the Mat-Su Health Foundation (MSHF). Connect Mat-Su employees are employees of the MSHF.

About the Foundation

Mat-Su Health Foundation (MSHF) is the official business name of Valley Hospital Association, Inc., which shares ownership in Mat-Su Regional Medical Center. In this capacity, the foundation actively participates in the governance of Mat-Su's community hospital and protects the community's interest in this important health care asset through board oversight. The MSHF also invests its assets into charitable works that improve the health and wellness of Alaskans living in the Matanuska-Susitna Borough (Mat-Su).

Position Summary:

The Connect Mat-Su Program Manager is an innovative leader responsible for contributing to the overall success of Connect Mat-Su. The manager provides oversight, stabilization, and support to the team responsible for delivering high quality information and referral services. Reporting to the Connect Mat-Su Director, this position works to drive direct service and systems change initiatives forward in advancement of program goals and objectives. The manager will collaborate with a diverse group of stakeholders both internally and externally to plan for and deliver information and referral for those living in the Mat-Su community.

Job Responsibilities:

- **Leadership**
 - Utilize discretion and independent judgement to provide oversight and stabilization to the Connect Mat-Su direct service team, coordinating with the Operations Manager to develop, implement, and manage workflows and procedures in alignment with best practices for information and referral.
 - Work with Director to make decisions for programmatic activities and set strategic goals.



- Collaborate with internal and external stakeholders to manage systems change initiatives working across sectors to meet program goals and objectives.
- **Program Management**
 - Implement, evaluate, and make recommendations for clear operational guidelines and standard operating procedures that ensure consistency and efficiency in delivery of information and referral services.
 - Collaborate with Director, Operations Manager, and advisory council to implement and evaluate any improvement of workflow processes including technology and utilization upgrades that support Connect Mat-Su direct service delivery and support systems change.
 - Ensure program fidelity by implementing and managing a standardized onboarding, training, and continuing education process for Connect Mat-Su staff in alignment with program service delivery model and in accordance with industry standards for accreditation.
- **External Relationships**
 - Build, manage, and maintain relationships with stakeholders to advance direct service delivery and systems change initiatives, establishing Connect Mat-Su as a trusted partner and resource.
 - Represent Connect Mat-Su and its mission and by extension the MSHF, at external meetings and events.
 - Utilize program data to share with internal and external stakeholders about the client experience, barriers, and gaps to accessing services, and advocate for systems changes to improve the continuum of care.
- **Health Equity**
 - Ensure equitable services delivery in all interactions with providers and clients and advocate for client's needs.
 - Champion equity and inclusionary practices internally and externally.
 - Communicate and advocate to community partners about the barriers to accessing services among marginalized populations and develop and implement solutions to mitigate inequities.

Competencies:

- Ability to lead in an inclusive and equitable manner.
- Ability to learn quickly, stay flexible and highly organized in a fast-paced environment with competing demands while maintaining integrity of work product for self and staff with minimal supervision.
- Strong analytic skills and the ability to think strategically and programmatically.
- Ability to utilize discretion in independent decision making.
- Highly organized self-starter experienced in complex project management.
- Ability to build relationships with a cross-sectoral range of stakeholders in the local and regional area.
- Outstanding communication and interpersonal skills, with the ability to build authentic relationships with a diverse set of high-profile stakeholders.



- Understanding of CRM/Software integration and its function in cataloging and presenting resource information accompanied with the ability to train staff and partners on platform.
- Extensive knowledge of the local community, available resources, and issues facing community members while producing innovative and strategic approaches to solutions.
- Ability to interpret and leverage analytics of the program to improve delivery of service.
- Motivated and committed to the Foundation’s mission possessing a strong desire to promote health equity and improve the health outcomes of the Mat-Su residents.

Education & Experience:

- BA degree, preferably in Social Sciences or comparable work experience
- Minimum 4 years of progressive project management experience; preferred experience includes program development, implementation, and evaluation
- Demonstrated supervisory or leadership skills
- Excellent communication, customer service, and time management skills
- Experience in or knowledge of the field of information and referral services
- Extensive working knowledge of Microsoft Word, Excel, and other related software.
- Knowledge of CRM software systems

Other duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Work Location: Wasilla, Alaska

Work environment: Employee will be working in a typical office environment with offices with frequent interruptions, moderate temperature, and equipment noise.

Physical demands: Employee will be spending considerable time at a desk using a computer terminal.

EEO statement: Mat-Su Health Foundation is an equal employment opportunity employer.

Reviewed by:

Manager’s initials: _____ Date: _____ Human Resources initials: ___ Date: _____

Employee Acknowledgement

Employee signature below indicates the employee’s understanding of the requirements, essential functions, and duties of the position.

Print Name: _____

Sign Name: _____

Date _____