



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Manager of Community Programs	<b>DEPARTMENT:</b>	ECM
<b>REPORTS TO:</b>	Senior Director of Community Programs	<b>STATUS:</b>	Full Time (40 hours) Exempt

### **High-Quality Health Care for All**

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

### **We're in this together**

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

### **We're providers of patient-centered care**

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

### **We're forward-thinking, accountable leaders**

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

The Manager of Community Programs at Valley Community Healthcare (VCH) will be boots-on-the-ground providing leadership, and developing, managing, and assisting with overseeing programs that serve community needs. Key responsibilities include building partnerships, advocating for community interests, developing programs, and ensuring alignment with the organization's mission. Oversight includes programs that address community needs and interests, such as Enhanced Care Management, field medicine/homeless services, food insecurity screening, programming, and resources, advocacy, and community engagement. The Manager develops and oversees activities of designated programs and is responsible for coordinating the execution of special projects and initiatives as applicable. Additionally, s/he provides leadership for local, state, and federal advocacy activities as well as development of community partnerships. Reporting to the Director, the Manager directly supervises Enhanced Care Management staff.

## CORE JOB RESPONSIBILITIES (Essential Duties):

### SPECIFIC DUTIES:

**Program Management/Administration Enhanced Care Management (50%)**

Updated 12/1/2025

- Provides for operational and administrative management of Enhanced Care Management (ECM) program and staffing
- Develops systems, policies and procedures for the efficient management of ECM, working collaboratively with fellow management and departments to ensure integrated processes.
- Provides direct supervision for ECM staff ensuring that appropriate recruitment, training, supervision and performance occur.
- Assists with the management and development of program plans and strategic initiatives, reports, including related grants and contracts.
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- Directly and through supervision conducts appropriate implementation and oversight of all program activities and day-to-day operations to ensure that goals are met on a timely basis.

### **Program Management/Administration Field Medicine and Food Programming (30%)**

- Provides for operational and administrative management of various programs at VCH, including community programs such as: field medicine, food programming, and community outreach
- Provides direct supervision for field medicine staff, and any volunteers in designated program areas, ensuring that appropriate recruitment, training, supervision and performance occur.
- Develop and present food programming related screening opportunities that support food insecurity and other chronic disease initiatives
- Develop and present food programming related opportunities that support food insecurity initiatives
- Provides oversight for conducting and improving outreach strategies to inform the community about programs and services.
- Develop and support partnerships with other organizations to expand program reach and impact, and meet the needs of VCH and our community.
- Assist with the potential development of a volunteer program
- Stays informed of current issues relevant to the program areas and provide expertise, updating and debriefing stakeholders as appropriate.
- Contributes to organizational strategic and long-range planning as appropriate.
- Participates in program related meetings including with grant funders, coalitions and external peer groups. Represents VCH and the program areas at these convenings and/or attends meetings at the direction of the Director
- Provides leadership and support in the development, implementation and maintenance of assigned strategic initiatives and projects at VCH.

### **Community Advocacy & Public Policy (20%)**

- In collaboration with VCH Leadership, carries out local, state and federal advocacy efforts, advocating for interests of VCH, patients and community to external stakeholders.
- As designated, serves as the liaison between elected officials, governmental agencies and other related agencies or parties.

- Serves as a VCH representative on policy/advocacy peer groups and coalitions, including at the local, state level and federal level.
- Stays informed of policy issues that will affect VCH and/or its services and programs. Provides expertise and updates to stakeholders as appropriate.
- Act as a champion for community needs within the organization and advocate for community interests to external stakeholders.

#### SUPPORTING JOB RESPONSIBILITIES:

- Attend and lead meetings, team huddles, and assigned trainings.
- Attend and actively participate in department meetings
- Other duties as assigned.

#### POSITION REQUIREMENTS:

**\*Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

*\*Disclaimer: This position description indicates in general terms the type and level of work performed and responsibilities held by the employee(s) occupying this position. Duties described are not to be interpreted as an exhaustive list of all responsibilities. Employee(s) will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.*

#### Qualification Requirements:

- Bachelor's degree preferred.
- 3 years of experience with program administration in health or social services. Previous experience in a community clinic or health care setting is strongly preferred.
- Strong program management and supervisory skills, developing systems to meet program goals, data based decision-making,.
- Knowledge of health care and social needs of the low-income, uninsured and homeless populations in the Los Angeles County and/or California.
- Understanding of local, state, and federal regulations and laws that impact clinic/FQHC operations including HIPAA.
- Ability to communicate effectively with a wide variety of people of various educational and socio-economic backgrounds and with clear and concise oral and written communication skills.
- Ability to establish and maintain cooperative working relationships with clinicians, clinic staff, patients and volunteers.
- Ability to function efficiently and independently, and to plan and prioritize daily work activities to meet organization goals and objectives.
- Ability to handle a heavy workload with constantly changing demands and priorities.
- Strong communication, active listening and public speaking skills.
- Strong supervisory skills.
- Ability to travel for work locally, statewide, and/or nationally.

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

**ENVIRONMENT:**

This position is in a community clinic environment that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The team member is in a non-confined office-type setting in which he or she is free to move about at will. In addition, the staff member may travel via personal vehicle with verified licensure, registration and insurance or public transportation throughout the community.

**JOB DESCRIPTION PHYSICAL DEMAND ANALYSIS**

Explanation: Each physical requirement is rated on a frequency scale of 0-3 to reflect the requirements for normal working hours. Reasonable accommodations will be made as necessary.

PHYSICAL REQUIREMENTS FREQUENCY RATING:			
0. NONE (0%) 1. OCCASIONAL (1-33%) 2. FREQUENTLY (34-66%) 3. CONSTANT (67-100%)			
<b>A. SITTING</b>	<b>2</b>	<b>I. WRIST DEVIATION (SIDE TO SIDE)</b>	<b>2</b>
<b>B. STANDING</b>	<b>2</b>	<b>J. HAND/WRIST REPETITIONS (UP/DOWN)</b>	<b>1</b>
<b>C. WALKING</b>	<b>1</b>	<b>K. REACHING</b>	<b>1</b>
<b>D. GRASPING</b>	<b>1</b>	<b>L. MANUAL DEXTERITY/STRENGTH</b>	<b>0</b>
Simple: < 50 pounds		Gross motor, light-moderate strength	<b>0</b>
Firm: >50 pounds	<b>0</b>	Gross motor, moderate-heavy strength	<b>0</b>
		Fine motor, light - moderate strength	<b>0</b>
		Fine motor, moderate-heavy strength	<b>0</b>
<b>E. SQUATTING/KNEELING/CRAWLING/ CLIMBING</b>	<b>0</b>	<b>M. TWISTING/BENDING</b>	<b>0</b>
<b>F. PULLING</b>	<b>1</b>	<b>N. LIFTS AND CARRIES</b>	<b>1</b>
Up to 10 lb.	<b>1</b>	Up to 10 lb.	<b>0</b>
Up to 25 lb.	<b>0</b>	Up to 25 lb.	<b>0</b>
Up to 50 lb.	<b>0</b>	Up to 50 lb.	<b>0</b>
Up to 100 lb.	<b>0</b>	Up to 100 lb.	<b>0</b>
Over 100 lb.	<b>0</b>	Over 100 lb.	<b>0</b>
<b>G. LIFTS OVERHEAD</b>	<b>0</b>	<b>O. PUSHING</b>	<b>0</b>
Up to 10 lb.	<b>0</b>	Up to 10 lb.	<b>0</b>
Up to 25 lb.	<b>0</b>	Up to 25 lb.	<b>0</b>
Up to 50 lb.	<b>0</b>	Up to 50 lb.	<b>0</b>
Up to 100 lb.	<b>0</b>	Up to 100 lb.	<b>0</b>
Over 100 lb.	<b>0</b>	Over 100 lb.	<b>0</b>
<b>H. VISUAL REQUIREMENTS</b>	<b>3</b>	<b>P. HEARING REQUIREMENTS</b>	<b>3</b>
Close eye work (small figures)		Must consistently fulfill communication	
Color discrimination		needs; i.e., telephone	
Minimal color discrimination	<b>3</b>		
Normal color discrimination	<b>3</b>		
Other _____			
<b>WORKING CONDITIONS</b>			
<b>Q. NON-IONIZING RADIATION</b>	<b>0</b>	<b>T. IONIZING RADIATION</b>	<b>0</b>
(WELDING FLASH, MICROWAVES, SUN)		(X-RAY, RADIOACTIVE ISOTOPES)	

PHYSICAL REQUIREMENTS FREQUENCY RATING: 0. NONE (0%) 1. OCCASIONAL (1-33%) 2. FREQUENTLY (34-66%) 3. CONSTANT (67-100%)			
<b>R. HAZARDOUS EXPOSURE</b> (CHEMICAL [E.G. LATEX] AND INFECTIOUS)	<b>0</b>	<b>U. PERSONAL PROTECTIVE EQUIPMENT</b> (E.G. RESPIRATORY MASK, LEAD APRON, ETC.)	<b>1</b>
<b>S. DRIVING</b>	<b>1</b>	<b>V. OTHER:</b> _____	<b>0</b>

**VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER**

**ACKNOWLEDGEMENT:**

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my duties may change at any time, according to the Center’s needs. Nothing in this position description is intended to create a contract of employment of any type. Employment is strictly on an at-will basis.

Employee Name (please print)	Employee Signature	Date
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I certify that I have discussed the position description with the employee.

Supervisor Name (please print)	Supervisor Signature	Date
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