



Position Description

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| Title: Project Manager | |
| Reports To: Chief Operating Officer | Status: Exempt; Full-time |
| Location: North Sound ACH Region (Island, San Juan, Snohomish, Skagit, and Whatcom counties; eight tribal nations (Lummi, Nooksack, Samish, Upper Skagit, Sauk-Suiattle, Stillaguamish, Swinomish, and Tulalip)) | |

Position Summary

This position will oversee the planning, implementation, assessment, analysis and performance of North Sound Accountable Community of Health (North Sound ACH) project initiatives and activities. Duties include project planning and oversight, partner engagement and support, project implementation, and monitoring that support the following regional aims:

- Care coordination across the continuum of health, ensuring those with complex health needs are connected to the interventions and services needed to improve and manage their health.
- Transitional care services to reduce avoidable hospital utilization and ensure individuals are getting the right care in the right place.
- Transitional care services care for people returning to the community from incarceration.
- Collaborative diversion strategies to promote appropriate use of alternatives to emergency department services, including increased use of primary care and social services.
- Reduce opioid-related morbidity and mortality through strategies that target prevention, treatment, and recovery supports.
- Ensure individuals have access to high-quality reproductive health care throughout their lives, including appropriate and effective contraceptive care, preconception care, and prenatal care.
- Address reproductive health needs of individuals and families outside of traditional reproductive health care settings, offering better coordinated care for patients/clients and more seamless access to the services they need.
- Ensure children and families have access to high-quality health care and promote the health of children.
- Increase access to oral health services, including remote and rural locations to prevent or control the progression of oral disease.
- Integrate health system and community approaches to improve chronic disease management and control for asthma, diabetes, and heart disease.
- Address physical and behavioral health needs in one system, through an integration of behavioral and physical health services.

Essential Job Functions

Major Duties

- Communicate and coordinate with key stakeholders, management, advocacy groups, consumer groups, etc. to meet North Sound ACH program goals and objectives.
- Work collaboratively with North Sound ACH team, regional leaders and stakeholders, to oversee Medicaid Transformation Project strategy implementation, monitor progress on defined deliverables and activities, conceptualize critical paths for achievement of deliverables, and gather and analyze feedback.
- Develop outcome-based agendas, facilitate meetings and/or arrange for the use of external facilitators where appropriate.
- Prepare proposals, budgets, briefing documents, talking points, reports, and/or other documents associated with implementation of projects.
- Manage key stakeholder relationships, including stakeholders from health care providers, health plans, foundations, government entities, and community-based organizations;
- Manage partner reporting requirements and assist with contract management functions as needed.
- Participate in research and analysis to guide selection of projects to address geographic and demographic disparities in health care access and outcomes.
- Develop and maintain project evaluation plans and metrics for ongoing quality improvement and monitoring project success.
- Participate as a liaison to regional health coalitions and other key partners.
- Ensure that effective communication tools and practices are in place.

Qualifications and Skills

- Bachelor's degree from an accredited college or university in health services, health education, administration, or a related field. Experience can be considered in place of degree.
- Experienced managing complex projects, including assigning and delegating tasks, setting goals and deadlines, completing milestones and tasks on time, and adapting plans as necessary.
- Experience with clinical or community-based care coordination models.
- Demonstrated facilitation, negotiation, consensus-building, and problem-solving skills with diverse internal and external, public and private sector stakeholders to manage multiple, competing interests to reach shared goals;
- Solid decision making, problem-solving approaches, and ability to support routine to complex analysis.
- Knowledge of current health reform strategies, the social determinants of health, delivery systems, and health and social supports.
- Demonstrated track record working with diverse stakeholders in politically complex environments to incubate new coalitions or alliances.
- Advanced oral communication skills; ability to present complicated issues in an accessible



manner to diverse audiences; public speaking and presentation skills.

- Advanced experience with MS Office suite (including Word, Excel, PowerPoint), Google Suite (including Google Docs, Spreadsheets, and Drive), other online collaboration and project management tools, together with ability and desire to learn new applications.

Values

- **Leadership:** Lead by example, maintain professionalism, and leverage communication strategies to promote effective organization change and culture development.
- **Teamwork:** Work effectively and respectfully with program staff, stakeholders, and other affected parties.
- **Commitment to Equity:** Work to improve equity and reduce health disparities, and how data (or lack of data) is relevant to achieving reduced disparities.
- **Time and Deliverable Management:** Manage and prioritize multiple projects, tasks and execute deliverables on time, within scope and budget.
- **Dependability:** Demonstrate responsive and responsible behavior in fast-paced setting.
- **Ethics and Integrity:** Earn the trust, respect, and confidence of co-workers and stakeholders through honest, forthright, and professional interactions; respect and maintain confidentiality.

Special Requirements

- A valid driver's license and proof of insurance are required. Successful candidate will have ready access to and ability to operate a motor vehicle.
- Final candidates are subject to a background check.

Working Conditions & Physical Requirements

- Work is primarily performed in a professional office setting. Occasional travel among the five-county service area is required, including evening and weekend hours to travel or attend meetings. Position requires hand manipulative skills working with electronic equipment and systems. May occasionally lift and carry items weighing up to 25 pounds. Must be able to hear verbal conversations over the phone and in-person with background noise. Vision acuity to perform read and complete documents.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

North Sound ACH is an Equal Opportunity Employer.