

## Community Health Program Manager

The Fund for Public Health in New York City, (FPHNYC) is a 501(c) 3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

### **PROGRAM OVERVIEW**

The Harlem Health Advocacy Partnership (HHAP) is a DOHMH funded community health worker demonstration project aimed at reducing the rates of diabetes, hypertension, and asthma in the East and Central Harlem NYCHA community. HHAP aims to accomplish this by identifying NYCHA residents with any/all of these three chronic illnesses, and helping them better manage their illnesses through:

- One-on-one health coaching sessions
- Individual and group-level educational workshops
- Assistance in acquiring and navigating health insurance
- Referrals to clinical and social support services in the community
- Advocacy and community organizing

This position (**currently funded through June 2018 with potential for continued funding**) will be housed within the DOHMH's Center for Health Equity Division. The Center for Health Equity aims to strengthen and amplify the Health Department's work to eliminate health inequities, which are rooted in historical and contemporary injustices and discrimination, including racism. Our four key approaches to advance health equity are as follows:

- 1) **We support the Health Department's internal reform in becoming a racial justice organization.** By naming and addressing racism, and other social, economic, and environmental forces that create health inequities, we develop, implement and provide guidance on health equity training, practice, and policies across the Health Department.
- 2) **We invest in key neighborhoods (place-based).** The health of neighborhoods is a result of historical, political, social, and physical forces. Certain NYC Neighborhoods have been deprived of sufficient resources and attention. In order to "right" this injustice, we have neighborhood offices in areas that bear the highest disease burden; North and Central Brooklyn, the South Bronx, and East and Central Harlem. These are centers of planning and action for community-wide and inter-agency health initiatives.
- 3) **We build partnerships that advance racial and social justice.** Public health has historically been a vehicle to advance social justice. Towards this pursuit, we strategically mobilize tools, resources, and networks to enhance community power and target the factors that socially determine health inequities. We coordinate action with residents, community advocates, community-based organizations, faith-based organizations, businesses, schools and other city agencies.

- 4) **We make injustice visible through data and storytelling.** We develop communication strategies that creatively use data, elevate the stories often untold and unseen, and call attention to racism, and other social injustices, as a root cause of inequities. We track and share results that are meaningful to community partners and that contribute to evidence-informed practices.

### **POSITION OVERVIEW**

The Manager of Community Health Worker Services will provide oversight to Unit Supervisors, CHW's and other staff in the HHAP Community Health Worker peer health coaching program serving residents of the East and Central Harlem NYCHA housing developments: Clinton, Johnson and Taft Houses, King Towers and Lehman Village to promote quality assurance and program success. The Manager will be responsible for leading, guiding, supporting, and monitoring delivery of health coaching services, social support referrals, and wellness activities geared towards meeting program goals. In addition, the Manager will assist strategic planning of community and stakeholder engagement. Ultimately, the Manager will support the Program Director and Sr. Leadership to ensure HHAP's place in the changing healthcare landscape by identifying and developing relationships with key neighborhood stakeholders including providers, health and social service systems, payer systems, community based organizations, faith based organizations, professional organizations and other supporting connections that can further HHAP mission and foster sustainability.

### **RESPONSIBILITIES**

- Support development of a vision and strategy for meeting or exceeding the Health Coaching and wellness service goals of the HHAP program; evaluate the effectiveness of these strategies regularly to ensure outcomes are successful; make adjustments where necessary to ensure continued effectiveness.
- Maintain motivation and a cohesive culture of collaboration amongst all HHAP program partners and staff including CHW Supervisors, CHW's, Community Health Organizers, and Community Organizing Specialist.
- Support HHAP's Community Activation Team and development of its advocacy agenda.
- Provide 1:1 reflective supervision to CHW Supervisors and other support staff as needed to promote cohesion and quality assurance of the program.
- Advise and direct case conferencing with Community Health Workers, CHW Supervisors, and other staff to allow for feedback and collaborative solution planning to improve participant health outcomes.
- Maintain current and build new external relationships with neighborhood clinical and social service providers to increase the network of support offered to participants, as well as to develop the knowledge and skills of staff through external and internal training.
- Recommend educational trainings for HHAP staff including Community Health Workers, CHW Supervisors, Community Organizing Specialist and partner staff.
- Participate in community stakeholder and monthly Commissioner's meetings to promote collaboration, negotiation, sharing of best practices, problem-solving and sustainability.

- Participate in conferences, committees, and coalitions that focus on addressing root causes of health disparities through community health worker efforts.
- Serve as a positive example and representative of the organization internally and externally.

#### **QUALIFICATIONS AND REQUIREMENTS:**

- Demonstrated effective leadership and supervisory experience mentoring colleagues within a team dynamic required.
- Five to ten years direct supervisory or managerial experience required.
- Strong relationship builder with excellent interpersonal and communication skills required.
- Experience developing, planning, and executing quality improvement projects required.
- Ability to be work independently, be flexible, and handle changing workload with multiple projects and changing priorities.
- Knowledge and/or experience managing chronic disease initiatives preferred, specifically Asthma/COPD, Diabetes including insulin management, and Hypertension/Cardiovascular Disease.
- Experience working with highly marginalized populations, particularly those with health, mental health, substance abuse, intimate partner violence and/or sexual assault issues preferred.
- Experience in Healthcare and/or Social Service administration required with content focus in transformation, community/clinical linkages, integration and/or population health preferred.
- Experience planning and implementing neighborhood-based programs preferred.
- Master's degree in Public Health, Social Work, Social Services, Public Administration, Human Services or related field highly desirable; Bachelor's degree with experience in these areas acceptable.
- Certified Diabetes Educator, LCSW, Registered Dietician preferred.
- Bilingual preferred English/Spanish preferred.
- A commitment to collective action and community organizing helpful.
- Knowledge of the NYCHA community helpful.

#### **SALARY AND BENEFITS**

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience and education.

#### **TO APPLY**

To apply, send Resume, with Cover Letter, including salary requested and how your experience relates to this position, to [trandall@health.nyc.gov](mailto:trandall@health.nyc.gov) indicating "**Position Title\_your name**" in subject line.

***The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.***