



Program Coordinator (Non-exempt)

SUMMARY

The Program Coordinator at the California Health Care Safety Net Institute (SNI) plays a critical support role in planning and implementing initiatives in SNI's three strategic focus areas: (1) inform and shape health care policy; (2) provide performance measurement and reporting expertise; and (3) accelerate learning and system transformation across public health systems. The Program Coordinator is genuinely interested in learning about the health care safety net in order to effectively support SNI management and teams. S/he embraces the CAPH/SNI values of shared accountability and collaboration, excellence in performance, and dedication to the mission of ensuring equal access to high quality health care for all.

SNI is the performance improvement affiliate of the California Association of Public Hospitals and Health System (CAPH). Together, SNI and CAPH work in the "shared space" of policies, programs, and finance to develop strategies that advance system transformation in the safety net. For additional information about SNI and CAPH visit www.safetynetinstitute.org.

Interested candidates, please send a cover letter and resume to jobs@caph.org with the job title included in the subject line. This position is classified as non-exempt and will be eligible for overtime. Salary is based on a combination of market trends and experience. Excellent benefits (employee and dependent medical at 100%) and retirement packages offered.

PRIMARY RESPONSIBILITIES

Reporting to the Associate Director of Programs and working closely with senior program staff, the Program Coordinator will:

- Support the design and delivery of peer learning events (e.g., webinars, in-person meetings) for public health system (PHS) leaders and their partners. Help plan agendas, develop session materials, coordinate logistics and provide day-of support.
- Lead annual Quality Leaders Awards program, including soliciting and reviewing award applications, organizing the external judging process, and coordinating the awards ceremony at the CAPH/SNI annual conference.
- Translate member successes into communications materials to support the spread of best practices, in partnership with the Director of Communications and VP of External Affairs.
- Analyze qualitative and quantitative performance data using Excel and translate findings for internal and external audiences.
- Communicate with PHS leaders and staff to gather information, identify needs, and solicit feedback on proposed solutions.
- Conduct research and develop technical tools that support PHS improvements.
- Update the SNI website and member portal.



- Develop and track project plans and timelines.
- Perform limited (approximately 15% of time) administrative duties, e.g., schedule meetings and conference calls, print and compile meeting materials, etc.
- Other duties and projects as needed.

KNOWLEDGE & EXPERIENCE

- Bachelor's degree in a health related field or other related discipline.
- Minimum of 1 year of work experience. Program coordination experience, or internship in a health care or other nonprofit or public agency setting a plus.
- Excellent interpersonal skills and ability to interact professionally and courteously with health system leadership, staff, and other external contacts.
- Basic understanding of California's health care landscape, particularly programs that serve Medi-Cal and uninsured patients.
- Fluent in Excel, PowerPoint, and Word.
- Strong project management skills and the ability to manage multiple projects in a timely, organized manner with strong attention to detail.
- Strong writing and editing skills.
- Experience with WordPress, InDesign, and/or Photoshop a plus.

KEY COMPETENCIES

- Action Oriented: Enjoys working hard, is full of energy for challenging work, not fearful of acting with minimum planning.
- Learning on the Fly: Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar task; quickly grasps the essence and the underlying structure of anything.
- Peer Relationships: Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to together groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- Creativity: Comes up with new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.

To Apply please submit to jobs@caph.org with the **job title in the subject line:**

- **Cover Letter explaining why CAPH/SNI**
- **Résumé**
- **2 contacts for professional references (preferred: email and phone of past supervisors)**