

**Senior Program Associate  
California Health Care Safety Net Institute (SNI)  
(Exempt) Revised 11.30.20**

**ORGANIZATION OVERVIEW**

The California Healthcare Safety Net Institute (SNI) is the not-for-profit affiliate of the California Association of Public Hospitals and Health Systems (CAPH). Together, SNI and CAPH represent California's 21 public healthcare systems (PHS), including the county-owned and –affiliated facilities and the University of California medical centers. SNI designs and supports initiatives to improve care in PHS by informing statewide and national healthcare policy, providing performance measurement expertise, and spreading promising practices within and across member systems. CAPH serves as the health policy and advocacy voice for PHS at the state and federal levels, developing policies that provide millions of Californians with greater access to higher quality care. SNI and CAPH work closely together in the “shared space” of program, policy, and finance to develop strategies that strengthen the safety net and improve the health of California's most vulnerable communities. Learn more about [SNI](#), [CAPH](#), and our [member public healthcare systems](#).

**JOB SUMMARY**

SNI's Senior Program Associate oversees the design and delivery of technical assistance programs for member PHS, with a focus on initiatives to expand virtual care (telemedicine) and redesign ambulatory care processes. S/he reports to the Director of Programs and demonstrates the CAPH/SNI values of shared accountability and collaboration, excellence in performance, and dedication to the mission of ensuring equal access to high quality healthcare for all.

**PRIMARY RESPONSIBILITIES**

- Develop and lead technical assistance programs focusing on virtual care and ambulatory care redesign, both in response to the immediate impact of COVID-19 and in support of longer-term performance improvement strategies.
- Support additional SNI program areas, potentially including but not limited to data analytics, pay-for-performance programs, and anti-racism efforts.
- Convene PHS leaders to learn from one another and from content experts via 1:1 consultation, webinars, and virtual workshops.
  - Identify promising practices and shared pain points by tracking member progress and staying abreast of healthcare trends.
  - Design and facilitate learning events that are high value and responsive to members' needs.
  - Engage and manage external content experts.
- Inform policy development and advocacy efforts, in partnership with CAPH leadership and staff, by translating members' “on the ground” experiences.

- Develop communications materials, resources, and technical reports for a variety of audiences. Examples of deliverables include blogs, newsletters, and best practice summaries.
- Collaborate with provider organizations, associations, policymakers, and foundations, representing the interests of SNI and member PHS.

#### **EXPERIENCE AND KEY COMPETENCIES**

- Bachelor's degree and 5 years of experience in health care delivery and/or improvement. An advanced degree and a minimum 3 years of experience preferred.
- Knowledge of healthcare operations, including care processes, infrastructure, and change management approaches. Experience with California's healthcare safety net a plus.
- Ability to understand and synthesize complex issues, and design responsive programs.
- Experience designing and facilitating trainings/workshops preferred. Knowledge of adult learning techniques a plus.
- Highly team-oriented. Enjoys working with diverse team members in a collaborative process.
- Strong project management skills, with strong attention to detail.
- Excellent oral and written communication skills with the ability to communicate complex topics to a variety of audiences.
- Comfortable with ambiguity and quick to learn on the fly. Analyzes successes and failures to continually grow and improve.

SNI is an Equal Opportunity Employer with a strong commitment to racial, cultural and ethnic diversity. Persons of color are strongly encouraged to apply.

Interested candidates, please send a cover letter and resume to [jobs@caph.org](mailto:jobs@caph.org) with the job title included in the subject line. Salary is commensurate with experience. Excellent benefits (employee and dependent medical at 100%) and retirement packages with company match are available.