



Title: Program Coordinator

Reports to: Vice President of Quality and Patient Safety

Purpose: Responsible for supporting the development and implementation of the Foundation for Healthy Communities project, *Improving Hospital Inpatient Management of Opioid Use Disorders in Rural Communities*. The project seeks to advance rural hospital inpatient and discharge management of patients with opioid use disorders creating a patient- and family-centered continuum of care.

FLSA Status: Full-time/Exempt/Salaried (32 hours)

Essential Duties and Responsibilities:

- Work with Project Directors to manage project implementation.
- Support the creation and execution of sub-contracts with participating hospitals.
- Provide technical assistance to hospitals including identifying & facilitating the delivery of training.
- Support Experience Based Co-Design (EBDC) process as facilitated by Patient and Family Engagement Director and convene the Learning Collaborative (LC) under the direction of both project Directors.
- Prepare and distribute meeting announcements, agendas, minutes and project correspondence.
- Establish and maintain timely communication and education with all project stakeholders including newsletters and other information dissemination.
- Support Project Directors in working with FHC Data Analyst to develop mechanisms for data sharing.
- Manage all administrative tasks related to the project including internal and external financial and program reporting requirements.
- Facilitate the development and dissemination of external reports, presentations, issue briefs, etc. that summarize findings of the EBDC process and LC with Project Directors and FHC Communication Staff.
- Work with subcontractors/vendors as needed.
- Maintain accurate and up-to-date contact information for project partners.

Required Skills, Knowledge and Experience:

- Three to five years' project management experience.
- Bachelor's degree or higher, preferably in public health, behavioral health, health care management or other health care related discipline.
- Experience with Quality Improvement models, including the design, implementation, and evaluation of improvement cycles.
- Excellent organizational skills, an aptitude for detailed problem solving and ability to meet all deadlines.
- Ability to work both independently and in a team oriented collaborative environment.
- Ability to establish effective interpersonal relationships at all levels with external organizations and with internal staff.
- Strong verbal and written communication skills.
- Adherence to confidentiality requirements.
- Some in-state and out-of-state travel is required.
- Computer skills including proficiency in Microsoft Office applications.

Preferred Skills, Knowledge and Experience:

- Health care quality improvement experience.
- Knowledge and or experience of recovery-oriented systems of care.

This is a two year grant funded project.

The Foundation for Healthy Communities is located at 125 Airport Road in Concord NH.