



COLORADO COMMUNITY HEALTH NETWORK (CCHN)

Workforce Manager Job Description

Job Title: Workforce Manager

Division: Health Center Operations Division

Reports to: Health Center Operations Division Director

Category: Full-time, Exempt

Supervises: N/A

Date: August 2020

Purpose of Position:

The Workforce Manager supports and promotes health professional education and training (HP-ET) opportunities at Community Health Centers (CHCs), with the intent to enhance CHC capabilities to recruit, develop and retain their workforce. This work is done under minimal supervision and in collaboration with other members of the Health Center Operations Division and CCHN.

Essential Duties/Responsibilities:

1. Administer and analyze the results of a readiness assessment of CHCs around HP-ET opportunities and capabilities.
2. Support the development and implementation of HP-ET workforce action plans at CHCs to strengthen and increase CHC connections to the workforce pipeline.
3. Build relationships and collaborate with new and established community and education partners at the local, state, regional and national level.
4. Facilitate meetings, trainings, learning collaboratives and webinars to strengthen CHC knowledge of and participation in HP-ET initiatives.
5. Advance evidence-based models or promising practices that further CHC participation in and success with HP-ET initiatives.
6. Support CHC connections to and use of the workforce pipeline to recruit and retain CHC staff through:
 - a. Participating in student presentations and job fairs to promote education and employment opportunities at CHCs.
 - b. Connecting health professional education students, interns, graduates, fellows and residents to training opportunities at CHCs.
 - c. Providing training and technical assistance on health professional education training programs, compliance, financial support, and health professional licensure and certification requirements.
 - d. Developing relationships, collaborating with, and supporting HP-ET staff leads at CHCs.

Other Duties/Responsibilities:

1. Support board committees and CHC peer groups as assigned, including facilitating meetings, taking meeting minutes, and providing other required support.
2. Report corporate compliance concerns to CCHN's Corporate Compliance Officer; any CCHN employee who reports a compliance concern in good faith is protected by law from retaliation.
3. Provide high quality customer service and hospitality to CHC members, partners and the general public.

4. As time and responsibilities permit, participate in and/or lead activities of internal committees, employee peer groups, and ad hoc teams.
5. Assume other responsibilities as assigned.

Note: Employees are held accountable for all duties of this job.

Job Qualifications:

Knowledge, Skill, and Ability:

1. Ability to work with minimal supervision and maximum accountability.
2. Solid knowledge in Microsoft Office, including Word, Excel, Access, and Outlook.
3. Ability to work with customer/client groups and/or experience in membership organizations.
4. Ability to work as a team member and work effectively with diverse people.
5. Ability to build and maintain strong partnerships.
6. Proficient in conducting research and data analysis.
7. Ability to think critically, problem solve, practice outcome-based thinking.
8. Ability to build rapport, credibility, trust, and maintain effective working relationships.
9. Ability to develop strong and well-articulated planning and implementation plans
10. Demonstrated awareness of, and value for, cultural competence.
11. Competency in facilitating meetings and trainings.
12. Ability to clearly relay information to others, both verbally and in writing.
13. Ability to travel including possession of a valid driver's license and insurance coverage.

Training/Education:

1. Bachelor's degree, preferably in a health-related field, or a minimum of five years of health professional education, human resources, and/or CHC-specific work experience.

Experience:

1. Three to five years of experience in a professional work environment, with experience in the fields of health professional education, community health, public health, nonprofit, project management, or data analysis.
2. Minimum of one year of experience in providing training and technical assistance on health care topics.

Working Environment and Physical Activities

1. General office environment with occasional approved remote work.
2. Occasional day trips and travel requiring staying overnight for multiple days in a row to attend meetings, conferences, and trainings in Colorado and nationwide.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Position Salary Range:

\$56,800 to \$64,400 per year depending on experience.

The ideal Workforce Manager will manage relationships well, display sound judgment, relate well to the members, partners, and staff, have a professional demeanor, prioritize customer satisfaction, and be well organized.

CCHN is an equal opportunity employer offering flexible benefits, a casual work environment, and a competitive salary (DOE).

A note on the work environment during the COVID-19 crisis:

Employees of CCHN are currently working remotely with voluntary days in the office during the COVID-19 public health crisis. Computer and other equipment needed to complete work at home is provided by CCHN. CCHN plans to move to some in-office work in late summer, contingent on public safety. Although a majority of the work for this position may be completed remotely during the public health crisis, this is not a remote-working position, long-term, and we seek a candidate who will be able to work in the Denver office when the office re-opens.

To Apply:

Please email the following to suzanne@cchn.org. with “Workforce Manager” in the subject line.

- Cover letter
- Resume
- Written answers to the following questions (limit responses to one-page total):
 - What is your experience in conducting assessments or evaluations, analyzing the results, and executing plans to tackle the findings?
 - This position requires skill in building and maintaining relationships. Describe a time when you had to develop a new relationship. What was the goal for developing the relationship? How did you reach out to new contacts and start to collaborate and partner with them?

This position is open until filled.