



COMMUNITY HEALTH MANAGER POSITION DESCRIPTION

Date: 1/5/2022	Prepared By: Human Resources		
Position Title: Community Health Manager		Department: Administration	
Exempt: <input checked="" type="checkbox"/> Non-Exempt: <input type="checkbox"/>		Salary Range: \$88,572-\$120,000	
Reports to (please list title, not person): Chief Operating Officer			

Frequent Internal Contacts:	1. Community Paramedics	2. Community Behavioral Health Navigators	3. Clinical Staff	4. Office and field staff
Frequent External Contacts:	1. Medical providers	2. Mental health providers and Co-Response Partners	3. Public Health	4. Medical Director
Number of Employees under Supervision and Titles: One or more Community Paramedic or Community Behavioral Health Navigator				
Job Summary: The Community Health Manager will take the lead on envisioning a sustainable model for the Community Health Division at Eagle County Paramedic Services. The Manager will develop and execute the program to achieve desired results and lead department staff to achieve both short- and long-term goals of the program. This leader will be the external facing champion of the Community Health Division and strategize with community partners to harness resources and meet the needs of the community.				

Essential Duties and Responsibilities:

- Drive the Community Health Division: be proactive, develop effective policies and procedures and grow, develop and sustain the program.
- Oversee and lead daily operations of the Community Health Division including supervising a team and being a resource for challenges, extra support, guidance and on-call clinical support.
- Elevate, engage and motivate staff to achieve identified goals; provide regular feedback including periodic check-ins and annual reviews; define clear expectations and provide performance guidance.
- Manage department’s scheduling and time off requests on a consistent and fair basis.
- Work with the Chief Operating Officer, Operations Manager and Shift Supervisors to coordinate efforts and resources and realize organizational goals.
- Be the key representative of the Community Health Division both internally and externally by attending stakeholder meetings, coordinating the activities of the Community Paramedic Advisory Board and Community Health Division staff meetings, and developing and maintaining our mutually beneficial partner relationships.
- Assist the CEO/leadership in advancing legislative efforts for mobile integrated healthcare by promoting and advancing a sustainability model.
- Responsible for developing and maintaining the operating budget for the Division, including securing external funding opportunities and assisting with grant writing.
- Promote excellent customer service and continuous quality improvement initiatives.
- Ensure compliance for regulatory certification and licensure.
- In coordination with the Clinical Department, lead clinical development of the Community Health Program and its staff. Includes new hire training, identifying knowledge gaps, satisfying credential requirements and staying current with desired and necessary skills.

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

- Responsible for chart review and Quality Assurance of Community Health Program’s Patient Care Reports and insurance reports.
- Work directly with the Community Paramedic medical director in regards to Continuous Quality Improvement, program improvement and protocol initiation.
- Do periodic ride-alongs with staff to stay abreast of their workload, types of calls, challenges and achievements and gather information to make programmatic improvements.
- Stay informed and knowledgeable of developments and trends in the industry.
- Maintain appropriate records and files for the Community Health Program.
- Collaborate with human resources for recruiting needs and on-boarding.
- Work with Public Information Officer to create marketing strategies and improve community awareness of Community Health Program’s success and available resources to community members and healthcare industry.
- Other duties as assigned.

Responsibilities Related to Patient Privacy

- Expected to protect the privacy of all patient information in accordance with the District’s privacy policies, procedures and practices as required by federal and Colorado law and in accordance with general principles of professionalism as a healthcare provider.
- May access protected health information and other patient information only to the extent that is necessary to complete job duties.
- Encouraged and expected to report, without the threat of retaliation, any concerns regarding the District’s policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- Expected to actively participate in the District’s privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with District policy.

Qualifications:

1. Proven Leadership
2. Effective Communication
3. Critical Evaluation
4. Systems Analysis
5. Ethical Practice
6. Cultural Awareness and Competence
7. Leadership and Navigation
8. Relationship Development and Management
9. Policy and Program Development

List specific knowledge, skills and abilities needed for position:

Area	Comments	Required	Preferred
Education:	Bachelor’s Degree.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Master’s Degree Preferred.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous Work Experience	Minimum 5 years of experience in EMS, nursing, social work, and/or public health.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous Supervisory Experience:	Minimum 3 years in a supervisory capacity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Computer Operations:	Knowledge of programs for document creation, spreadsheets, power point and general computer knowledge.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Language Ability:	English language – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write grammatically correct routine reports and	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

	<p>correspondence. Ability to effectively interact and communicate with co-workers and District staff.</p> <p>Interpret and/or discuss information, which may involve terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.</p> <p>Bilingual in Spanish</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complexity/Problem Solving Ability:	Ability to handle complex problems, analyze and evaluate options and communicate, implement and enforce solutions.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Discretion/Latitude/Decision Making Ability:	Sound decision making with accuracy. Decisions normally have a noticeable effect both department-wide and company-wide; judgement errors can typically require one to two weeks to correct or reverse.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning Ability:	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must practice sound decision-making skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	Valid State of Colorado motor vehicle operating license, with a continued safe driving record.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Demands

LIFTING: Does the job require weight to be lifted or force to be exerted? If so, how much and how often?

Weight	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Up to 10 Pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 Pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 Pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 Pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIRED: How much on the job time is spent performing the following?

Activities	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hands to finger, hands to feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PHYSICAL ACTIVITIES REQUIREMENTS OR PHYSICAL DEMANDS:

Indoor/Outdoor:	Inside generally 100%, however, may require outside work and travel to meetings.
Hazardous Materials or Noise:	The noise level in the work environment is usually moderate, but may be high at times due to vehicle and mechanical equipment noise.
Holidays/Weekends/Evenings:	40 hours, Monday-Friday aligned with business office hours.
Equipment Used in Job:	Computer, telephone, 10-key, multiple screens, copier, fax, scanner, smartphone/mobile device
Other:	Some out-of-District travel may be required. Travel within the District during normal work day is required.

VISION: Select the specific vision requirements for this job:

Close Vision: <input checked="" type="checkbox"/>	Distance Vision: <input checked="" type="checkbox"/>	Color Vision: <input checked="" type="checkbox"/>
Peripheral Vision: <input checked="" type="checkbox"/>	Depth Perception: <input checked="" type="checkbox"/>	Ability to adjust focus: <input checked="" type="checkbox"/>

ACKNOWLEDGEMENT:

I acknowledge receipt of this job description. I understand that signing this job description does not create a contract of employment nor guarantee employment for any definite period of time. I understand that I have been hired at the will of the Eagle County Health Service District and my employment may be terminated at any time, with or without cause and with or without notice.

I have read and understand the above, and by my signature consent to these statements.

Employee's Name

Employee's Signature

Date

Supervisor's Name

Supervisor's Signature

Date

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