

Program Manager, Community Care Partnerships

Build relationships with stakeholders in the community	Opportunity to make a difference in the lives of the underserved	Telecommuting option for candidates in California
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The Program Manager will be responsible for engaging with stakeholders to develop, manage, and improve care programs related to HPSM’s most vulnerable community members. This role will provide support and relationship management for ongoing contracted, vendor delivered programs with a focus on quality, accessibility, sustainability, and integration within HPSM.

Position overview

- Manage program(s) from initiation through delivery and monitor for continuous improvement.
- Serve as primary point person and relationship liaison with external partners and vendors.
- Develop methods, techniques, and evaluation criterion for obtaining results.
- Plan, execute, and evaluate program initiatives to improve performance. Deliver results to a wide range of audiences.
- Participate cross-functionally in business planning to support HPSM initiatives with a focus on member/population care and financial sustainability.
- Educate and work with external partners as needed to identify innovation opportunities and improve processes and outcomes.
- Function as organizational subject matter expert on program operations, regulatory operating environment, and financial structure of contracted relationship.
- Utilize robust key performance indicator dashboards to reflect impact of programs.
- Manage without authority by proactively connecting owners to deliverables while meeting deadlines.
- Appropriately escalate concerns to supervisor while holding stakeholders accountable.
- Engage in critical thinking and creative problem solving, appropriately pivoting program priorities to meet business needs.
- Continuously align program goals with departmental and enterprise-wide goals.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don’t need to meet every requirement to apply.

Education and experience

- Bachelor’s Degree in Business Administration, Public Health, Health Care Management, or Public Policy required. Master’s degree in a related field preferred.
- At least three (3) years of project/program management experience.
- Experience with quality improvement/process improvement techniques.
- Medicare and/or Medicaid managed care exposure.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Relationship building and interpersonal skills.
- Financial, quantitative, and contracting acumen.
- Change management, process improvement and redesign.
- Organizational behavior skills with a focus on driving for results.
- Project management, program evaluation and consulting skills.
- Quantitative and qualitative research and evaluation methods.
- Knowledge of accrediting/regulatory body requirements.

Ability to:

- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.