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## JOB DESCRIPTION: PROGRAM MANAGER

CommonHealth ACTION seeks to invest in a dynamic and energetic **Program Manager** who will support our expanding program portfolio including but not limited to: development, support, and day-to-day management of our Culture of Health Leaders program and our Equity, Diversity, and Inclusion training programs; support and technical assistance for national convenings and events; and engagement in organizational activities.

### INSTRUCTIONS

To apply for this position, candidates must **click here and follow these instructions to upload a resume and cover letter**. Files should be named using this convention: **Last name, First Name-Resume** and **Last Name, First Name-Cover**. Should you have any problems with uploading your documents, please send an email to [hr@commonhealthaction.org](mailto:hr@commonhealthaction.org).

*NOTE: Failure to follow these directions may result in the disqualification of your application. Do not email your documentation; it will not be reviewed if it is not uploaded as requested. All documents must be uploaded by 11:59 pm, Monday, February 12, 2018. Projected Start Date: May 1, 2018.*

### ABOUT THE ORGANIZATION

CommonHealth ACTION is a national public health organization that develops people and organizations to produce health through equitable policies, programs, and practices. Our vision is an America in which all people have equitable opportunities and neighborhood conditions to achieve their best possible health. At CommonHealth ACTION, we believe that health is a production of society. Our program focus areas include Equity, Diversity, and Inclusion curricula, training, and education; leadership development; and planning and implementation support. Please visit [www.commonhealthaction.org](http://www.commonhealthaction.org) for more information about our work.

### POSITION DESCRIPTION

The Program Manager will manage and implement programs for diverse clients with whom we work to map, make, manage, measure, and master change. This position requires interpersonal, analytical, organizational, and communications skills as well as the ability to exercise discretion, independent judgment, and political acumen.

**IDEAL CANDIDATE:** You hit the ground running and are a skilled team player who is comfortable in many roles from management, to support, to project lead. You thrive on establishing strong relationships with people and recognize that change for individuals and organizations is rarely a linear process. As such, you are able to read and react to real-time situations, assess when people are confused, resistant, or otherwise getting “stuck,” and you take action necessary to get them moving in the right direction. You enjoy training others and helping them to experience perspective transformation—knowing, thinking, and believing something different and then deciding, behaving, and acting differently as a result. You are an adaptable and curious learner who is comfortable working in a fast-paced environment with multiple teams and projects. You understand and are committed to the principles of equity and the production of good health for all people.

You have experience interfacing with adult learners, developing curricula, and delivering training for diverse audiences. As an insightful leader, you are adept at building and maintaining healthy and productive

relationships. You are organized, focused, and attentive to detail; you manage risk and timelines effectively while communicating proactively and regularly with teams and clients. You bring critical thinking and analysis to program content, act as a thought partner to multiple people and teams, have strong writing and verbal communications skills, and appreciate constructive feedback as a mechanism for professional development and personal growth.

## **GENERAL RESPONSIBILITIES**

The following reflect the major areas of responsibility for this position. Tasks include (but are not limited to) the duties outlined. Candidates will also be required to complete other duties as assigned.

### **Project Management**

- Assist in developing and managing program timelines to ensure timely and high-quality deliverables.
- Assist in managing contractors or consultants.
- Day-to-day management of participant experience and engagement in curriculum for leadership program.
- Contribute to the implementation of leadership program application processes.
- Manage and prepare documentation, invoicing, and reporting as required by funders and clients.
- Aid in building and maintaining effective working relationships with external partners.
- Participate in long- and short-term program development and planning, including design and evaluation.
- Adhere to administrative and recordkeeping guidelines to support accurate bookkeeping and documentation of activities.

### **Technical Assistance and Capacity-Building**

- Provide content expertise and technical assistance to clients, teams, and organizations.
- Develop technical assistance tools, assessments, and processes independently or with a team.
- Contribute to webinars, conference calls, and face-to-face meetings and trainings as needed to support program and organizational goals.
- Track program participation for both in-person and online leadership development coursework; work directly with participants to troubleshoot problems and help them stay engaged.
- Conduct outreach to target audiences to recruit diverse and multi-sector leaders across the country.
- Manage program participants' project development process.
- Collaborate with team to support implementation of participant projects.

### **Curriculum Development, Training, and Education**

- Assist in the development and delivery of online and in-person curricula and training modules independently or with a team.
- Identify topics, data, and resources to develop, refine, or customize training experiences.
- Facilitate group processes, training, planning, and adult learning activities, independently or with a team.
- Develop, plan, and implement multi-day convenings held quarterly in different locations across the country.

### **Research, Writing, Communications, and Marketing**

- Conduct and coordinate environmental scans that identify needs, trends, and best practices in support of programmatic goals.
- Conduct and coordinate qualitative and quantitative research and analysis.
- Write online content for commonhealthaction.org and social media in support of organizational and programmatic communications strategies.
- Contribute to development of presentations, brochures, and other materials for use during program-related activities and for presentation at professional conferences.
- Write content and oversee newsletter communications with program participants.

## Organizational Strategy and Development

- Contribute to organizational strategy, business model development, and planning activities.
- Engage in relationship-building with other organizations and individuals, independently and with a team.

## EMPLOYMENT STANDARDS & CONDITIONS

**EDUCATION, EXPERIENCE, AND PERSONAL AFFECT:** Bachelor's degree required; graduate degree preferred. Strong candidates may hail from fields outside of public health or public policy but will have a minimum of five to seven years' relevant work experience demonstrating progressive responsibility.

- Experience managing projects, programs, or components thereof from start to finish and from mid-point to finish.
- Strong understanding of public health and the production of the public's health.
- Advanced understanding of equity, diversity, and inclusion concepts, including both theory- and practice-based knowledge.
- Ability to take initiative, solve problems, and manage simultaneous deliverables.
- Track record of developing curricula and delivering training to diverse audiences.
- Experience in leadership development training programs.
- Versatility and strength in both written and verbal communications.
- Willingness to engage in continuous learning and training.
- Professional and political acumen, diplomacy, and tact.
- Positive, collaborative, compassionate, and solutions-focused temperament.

**TITLE:** At the time of this posting, the position title is *Program Manager*. CommonHealth ACTION is a growing organization and while the exact title of this position may change during the hiring process, the nature of the position and the associated responsibilities are accurately reflected above and will not change significantly.

**JOB CLASSIFICATION:** Exempt.

**REPORTING RELATIONSHIP:** Senior Program Manager

**HIRING SALARY RANGE AND BENEFITS:** **\$67,000 –\$72,000**; Salary is contingent upon available funding and is commensurate with experience and qualifications. CommonHealth ACTION offers a competitive benefit package with annual leave, health/dental/vision/life insurance and retirement contributions (403B).

**TRAVEL:** Local and national travel (approximately 15%–40%) are required. Travel is typically for short-term client-based meetings, trainings, and conferences. Travel duration typically ranges from one day to one week per trip and trip frequency varies by program and client needs.

**NON-DISCLOSURE, NON-COMPETE, AND INTELLECTUAL PROPERTY AGREEMENTS:** Employee will be required to sign the aforementioned agreements as a condition of employment.

**JOB LOCATION:** Washington, DC. Although regular office presence is required, telework and flexible hours are part of our organizational norms and culture.

*CommonHealth ACTION values a respectful, collaborative work environment. We establish and maintain trustful relationships with all staff, contractors, funders, and partners. We believe that hard work, a focus on quality, and a passion for the public's health are required to improve the well-being of individuals, families, and communities. CHA looks to all staff to contribute to the effective implementation of programmatic activities and the successful growth of the organization.*