



POSITION DESCRIPTION

Position Title: Director, Community Engagement **Dept:** Community Engagement
Reports To: Chief Executive Officer **Date:** July 2022

Skill Set: Ability to establish and maintain effective working relationships with individuals at all levels of the organization, ability to build strong collaborate relationships with community stakeholders; must have excellent program planning and change management skills; demonstrated leadership ability with excellent communication, presentation, facilitation, and conflict management skills; demonstrates sound decision making and integrity; practical knowledge of Federal and Minnesota laws, regulations and rules governing quality for health care organizations, Model of Care, Care Coordination and Elderly Waiver services; practical knowledge of and experience with quality improvement projects, HEDIS, NCQA standards; practical knowledge or care coordination and care management processes.

Education/Experience:

Required: A minimum of bachelor's degree in Public Health, Social Work, Nursing, or Communications required with a minimum of 5 years relevant experience that includes Medicare and pre-paid Medical Assistance program knowledge and supervisor/management experience. Prior health plan experience preferred. In lieu of four-year degree, a combination of ten years' experience working with public health, Medicaid/Medicare programs and at least 5 years combined supervisory/management experience.

Dimensions:

Dept. Operating Budget: \$2,400,000.00
Personnel Management:
 Direct: Exempt: 4 Non-Exempt: 6
 Non-Direct: Exempt: 0 Non-Exempt: 4

Primary Function

The Director of Community Engagement is responsible for enhancing South Country's relationships in the communities served, identifying opportunities to articulate South Country's value to the community and lead the development and implementation of South Country's partnerships and integration initiatives with South Country's member counties, key service providers and other community representatives who are integral to enhancing population health at the community level. This individual is also responsible for providing leadership and direction to care coordination/ case management internally and within our counties, quality, and marketing and communication teams.

Essential Responsibilities:

1. Directs and manages all activities of the Community Engagement Department including the development and implementation of effective methods to monitor productivity internally and externally; composition of program descriptions and the development of policies and procedures; management of staff.
2. Promote a philosophy and commitment to stakeholders (members, counties, etc.) through collaborative program development and ensures documentation, policies and procedures are consistent with current federal and state regulations and applicable standards (NCQA, SNP MOC).
3. Direct the activities of the Quality Assurance Committee (QAC), Public Health and Human Services Director Advisory Committee (PHHSDAC), and direct or participate in any subcommittees of QAC or PHHSDAC.
4. Promote a system wide understanding and participation of the company wide Quality Assurance program that integrates the programs into all relevant aspects of the organization while assuring compliance with applicable state and federal requirements by the organization and by our delegated entities. Identifies areas of collaboration and improvement opportunities to promote quality.
5. Direct the activities of the Communications team to ensure all state and federal rules and regulations are followed and timelines met for all member materials.
6. Monitor and guide the development of County relationships such that South Country's vision / mission are reflected in these relationships and maintain the relationships in a manner that deliver value to all parties.
7. Provide leadership in ongoing dialogue with member-counties to define and actualize the partnership between South Country and its member counties in a manner that delivers value to all parties.
8. Represent South Country's leadership in the coordination of communications with member counties.
9. Work collaboratively with Compliance and other South Country leadership/departments to ensure County Delegation Agreements accurately reflect the intent of each partnership.
10. Develop a department-specific operations budget to support annual goals, demonstrating a commitment to fiscal responsibility and efficient utilization of resources.
11. Actively participate in Leadership Team and other staff meetings; demonstrate an interest in addressing and resolving organizational operational issues and actively participates in the identification and resolution of these issues.
12. Other duties assigned within the scope, responsibility, and requirements of the job.

Additional Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills:

Must have advanced verbal and written communication skills; Needs to possess the ability to present complex information in a clear and concise manner; Comfortable with public speaking. In addition, an individual must be able to read, analyze and interpret contracts and governmental regulations. Ability to write reports, correspondence, policies, and procedures. Ability to effectively present information and respond to questions from internal staff, Board members and external contacts. Ability to respond effectively to the most sensitive inquiries or complaints.

Reasoning Ability:

Provides overall administration and formulates department policy, Excellent interpretation and analytic skills necessary.

Mathematical Skills:

Must have sufficient mathematical skills to perform basic numeric functions, the ability to compute ratios and percentages and to develop graphs and charts.

Accuracy:

Work is not checked; impact of errors or negligence could cause significant legal issues, monetary damage, loss of morale, and waste of time.

Relationships

This position has very direct responsibility for the development and maintenance of relationships integral to South Country. Such relationships can and do influence South Country's image and reputation in the community and the market's perceptions of South Country's value to the constituents served. In turn, these perspectives can and do impact the sustainability of the company.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee should encounter no unusual or hazardous conditions. The noise level in the work environment is usually low.

Travel Requirements:

This position will travel to out-of-town meetings an average of 1-2 days/week.

Physical demands:

The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. Where possible, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands frequently to navigate office equipment, (i.e. computer, telephone, etc.), office supplies and reach with hands and arms. Specific vision abilities required for this job include close vision.

Contacts:

This individual must guide decision making around a complex nature, work closely with related external stakeholders, key contracted providers, South Country enrollees, county, state and federal business partners, as well as community organizations. Additionally, this individual is expected to work closely with internal South Country departments: Compliance, Quality and Provider Network Management, Health Services, Member Services, Operations, IT and Finance and will often represent South Country Health Alliance at external meetings with business partners and other stakeholders. Frequent interaction with the Board and external agencies.

Financial Impact:

This position has significant financial impact on the organization. Success and failure could affect the short-term performance of the organization.