

## **JOB DESCRIPTION**

### **PROGRAM MANAGER**

#### **SUMMARY:**

The Program Manager works with the Executive Director (ED) to create a regional system of HIV-related prevention, care and housing programs. She/he helps develop a network of service providers to work toward the existence of a complete continuum of HIV-related services in the six-county region; and assists with the development of short and long-range plans, needs assessments, data collection and analysis, and other activities that allow the organization to best identify the true needs of the region. The Program Manager acts as a liaison between AIDSNET, the PA Department of Health (DOH) and Program Subrecipients regarding program needs assessments and evaluation; provides technical assistance to Program Subrecipients to meet their identified needs; coordinates training opportunities for Program Subrecipients as well as special events; coordinates required program and contract monitoring and peer review processes; participates with the ED and committees of the AIDSNET Board of Directors (Board) to plan, deliver and evaluate service programs; monitors progress of the regional service delivery system and Program Subrecipients towards attaining program goals, objectives and contract deliverables; recommends revising outcomes and plans in accordance with current conditions and program requirements; evaluates the quality and effectiveness of services; facilitates the Provider Advisory Council, High Five Consumer Advisory Group (when active) and any other committees and meetings as needed; maintains contact with representatives of other organizations; networks with other Regional Subrecipients for peer support and to exchange and update information on available resources and services; and carries out supervisory responsibilities of Program Specialist in accordance with the organization's policies and applicable laws.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Include the following and any other duties that may be assigned.

- **Programmatic**
  - Assist in the planning, organization, coordination, and evaluation of program services and activities
  - Conduct extensive annual and quarterly on-site monitoring of care and prevention Program Subrecipients following Health Resources and Services Administration, Ryan White Part B (HRSA RWB), Housing and Urban Development, Housing Opportunities for People with AIDS (HUD HOPWA), and Pennsylvania Department of Health, Department of Communicable Diseases, Division of HIV (PA DOH) care, housing and prevention standards and guidelines
  - Follow-up on-site monitoring of Program Subrecipients and required Corrective Action Plans (CAPs) as needed
  - Ensure Program Subrecipients submit accurate required monthly, bi-monthly, quarterly, semi-annual and annual reports (i.e. prevention data report, Care and Prevention Outcomes, EB1 Quarterly Data report, CW data exports, Quality Management Plan, Quality Improvement updates, and any other requested reports) to AIDSNET and/or PA DOH in a timely manner
  - Facilitate High-Five Consumer Advisory Group when active
  - Coordinate planning and preparation for annual Consumer Summit with the High-Five Consumer Advisory Group when active

- Assist the Program Specialist in finding resolutions for any questionable authorizations
  - Prepare for and accompany Executive Director to client appeals hearings for denial or termination of services
  - Support the Executive Director in assessing and addressing changes in programmatic requirements
  - Assist in the development and implementation of regional policies, procedures, and protocols to ensure compliance with federal and state funding requirements in order to ensure program integrity and improve the quality of services provided to clients
  - Spearhead the development of new or revision of current AIDSNET care, housing and prevention policies and forms; work in conjunction with Program Specialist for care and housing related documents
  - Coordinate, collaborate and consult with regional health care, supportive service, and community organizations regarding programs, services, objectives, priorities, procedures and standards to develop partnerships, linkages and referral resources for clients
  - Oversee HOPWA Modernization Act Requirements, including, but not limited to:
    1. Attendance at all regional RHAB and Continuum of Care (CoC) meetings
    2. Developing partnerships with local housing authorities, housing agencies, and other housing support-related providers
    3. Checking Public Housing Authority/Section 8 list openings
    4. Researching other permanent housing options, as well as transitional, short-term and utility assistance resources
    5. Working with agency Housing Case Manager/Housing Coordinators to manage/follow-up on clients' status on public housing/Section 8 waiting lists
  - Follow-up with PA DOH on any RWB/Rebate, HUD HOPWA and prevention program expectations, guidelines, clarifications, or questions
  - Update HOPWA manual with annual Fair Market Rents, HUD income guidelines, local public housing authority/Section 8 utility allowance documents and PA DOH updated pages/forms, and provide updates to housing providers, Program Specialist, and Administrative Assistant
- **Reports/Proposals**
    - Prepare and submit mid-year and year-end outcome evaluation summaries, Quality Management/Improvement reports, and other reports as requested, to the PA DOH
    - Prepare and submit Program Subrecipients quarterly and annual monitoring reports to providers for review and signature, then forward to the PA DOH
    - Collaborate with entire staff in writing the AIDSNET Regional RFA/RFP to the PA DOH
    - Develop and refine region specific care and prevention outcomes
    - Assist with drafting/revision Program Subrecipients RFP/RFI and RFP/RFI preparations
    - Review of Program Subrecipients proposals, provide supporting information to Allocations Committee, and assist with allocations meetings with special attention to the programmatic, outcomes, and quality management aspects of the proposals
    - Prepare Program Subrecipients' Service Descriptions for subgrants

- Provide, review, update prevention data and outcomes for Annual Meeting PowerPoint slides and Annual Report
- Review care data for Annual Meeting PowerPoint slides and Annual Report
- Add talking points for program and outcomes sections of Annual Meeting PowerPoint slides and narrative for Annual Report
- **Quality Management (QM)**
  - Assist in the development and maintenance of AIDSNET's QM Plan, Quality Improvement (QI) Projects, Performance Measures, and assessment and evaluation log
  - Manages and oversee the collection and analysis of pertinent program statistics and data for the purpose of evaluation and planning
  - Assist with collection of data for quality indicators
  - Assist in the development and completion of AIDSNET QI projects
  - Co-facilitate training and provide technical assistance to Program Subrecipients to ensure QM plans and QI activities meet HRSA and PA DOH guidelines
  - Incorporates participatory problem solving, brainstorming, and PDSA opportunities into advisory council meetings for continuous evaluation of new and existing programmatic processes to ensure consistency in quality of care and services across the AIDSNET region
  - Ensure Program Subrecipients participate in QM activities with focus on at least one Quality Improvement project annually
  - Discuss results of monitoring, compliance issues and corrective action plan with Program Subrecipients
  - Manage and track case manager, case management supervisor, and prevention staff completion of required annual trainings
- **Committees/Meetings**
  - Attend bi-monthly staff meetings prepared with completion status of last meeting's assignments as indicated
  - Participate in the PA DOH's monthly DOH and Regions conference meetings (face-to-face, virtual and/or conference call)
  - Attend Regional RHAB and CoC meetings
  - Attend other required State and Federal meetings and trainings (i.e. Statewide Capacity Building meeting, Ryan White meetings, HOPWA trainings)
  - Schedule and facilitate meetings, develop agenda, and write and distribute minutes for the quarterly Provider Advisory Council (PAC) and High-Five Consumer Advisory Group (when active) meetings
  - Gather attachments and/or articles to distribute at advisory council meetings
  - Attend/Assist with Allocations Committee meetings
  - Attend all Program Subrecipient RFP/RFI meetings
  - Attend Board meetings
  - Attend Planning meetings
  - Attend and present at AIDSNET Annual Meeting
  - Represent AIDSNET in meetings with current and prospective service providers, external boards and committees (i.e. Regional MSM HIV Prevention Taskforce, World AIDS Day Committee), community organizations, other governmental agencies (Link), and the public

- **Technical Assistance**
  - Orientation of new Program Subrecipients and current Program Subrecipients delivering new services, including but not limited to, case management and prevention program requirements and limitations, expectations, required documentation, and review of reporting and monitoring requirements
  - Act as a bridge between any new program requirements from the PA DOH and guide for provider implementation
  - Co-facilitate training and provide technical assistance to Program Subrecipients
  - Track and respond to community/Program Subrecipient inquiries and provide needed information
  - Research and provide program-related and capacity-building training, articles and information resources to Program Subrecipients, staff and board.
  - Update Program Subrecipients on program policies, procedures, standards, outcomes and forms
  - Assist Program Subrecipients with any questions regarding training opportunities and approval requests for out-of-region training/travel
  
- **Supervision**
  - Supervise Program Specialist, including meeting at least monthly, ensuring completion of reports and other monthly, quarterly and annual tasks
  - Review and sign Program Specialist's timesheet
  - Initial review and signing of Program Specialist's Request for Leave forms and informal leave requests
  - Prepare and review Program Specialist's annual evaluation

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

**EDUCATION and/or EXPERIENCE:**

Masters' Degree preferred or in lieu of such, comparable progressively responsible experience in related areas or equivalent combination of education (minimum of Bachelors' Degree) and experience. Exhibit a thorough knowledge of program and management principles and practices. Exhibit the ability to establish and maintain effective working relationships with associates, Board Members, staff, government officials, professional contacts and general public.

**LANGUAGE SKILLS:**

Possess the ability to read and interpret highly technical information, professional journals, technical procedures or governmental regulations. Must possess highly developed written and oral communication skills including grant writing. Bi-lingual Spanish speaking and writing preferred.

**MATHEMATICAL SKILLS:**

Ability to research, interpret and analyze statistical data. Must be competent in budgeting, organizational financing and government reporting of financial materials.

**REASONING ABILITY:**

Ability to define abstract problems, collect data, establish facts and draw valid conclusions. Possess the ability to interpret an extensive variety of technical information in organizational systems, epidemiology and abstract/concrete variables. Ability to analyze, evaluate, implement and resolve complex policy and administrative duties. Have a working knowledge and understanding of the Federal and State Public Health systems.

**OTHER SKILLS AND ABILITIES:**

Possess knowledge of and proficiency in computers and software, including, but not limited to Word, Excel, PowerPoint, email and web browsing.

**WORK ENVIRONMENT:**

The work environment is smoke free. The noise level in the work environment is usually quiet.