

## MASSACHUSETTS GENERAL HOSPITAL

Job Title: Program Manager                      Job Family: Professional Managerial

Job Code: 001052                      Grade:                      130                      FLSA Status: Exempt

Department: Center for Community Health Improvement    Reviewed By: Sylvia Chiang

Position Reports To: Program Director                      Date Description last revised: New Position

**GENERAL SUMMARY/ OVERVIEW STATEMENT:** Summarize the nature and level of work performed.

The Economic Stability Program Manager will divide their time between 2 very important and complementary projects. Approximately 75% of the Program Manager's time will be devoted to the MassUP initiative, focusing on policy and systems changes around workforce development in Revere and Chelsea. The other 25% will be dedicated to working with the Revere CARES coalition on developing and leading their economic stability and mobility work in Revere. This position will be housed at the Revere CARES coalition and is expected to spend time in the Revere and Chelsea.

The "Moving Massachusetts Upstream" (MassUP) initiative is a partnership across Massachusetts state agencies including the Health Policy Council, the Department of Public Health (DPH), MassHealth, the Office of the Attorney General, the Executive Office of Elder Affairs, and the Executive Office of Health and Human Services. The vision of MassUP is better health, lower costs, and reduced health inequities across communities and populations in Massachusetts through effective collaboration among government, health care systems, and community organizations. In June 2020, the MGH CCHI was awarded a 3-year, \$650,000 grant from the MassUP investment program to work with community and municipal partners in Chelsea and Revere to innovate and enhance workforce development and economic mobility systems and policies.

Under the direction of Cross-City Coalition's steering committee, the Project Manager for the MassUP workforce development grant will be responsible for advancing the coalition's work around the following main strategies: (1) Co-lead the implementation of the MassUP grant; (2) Work in collaboration with the community coordinators sitting in the Revere-based organization Women Encouraging Empowerment (WEE) and the Chelsea-based organization, the Chelsea Collaborative (CC) as well as the Cities of Revere and Chelsea and CONNECT; (3) Align the two cities' workforce development plans and work with the Chelsea Good Jobs Coalition and the Revere Works Coalition; (4) Align job training programs to identified growth sectors; (5) Bolster ongoing programs that provide technical assistance and promote access to capital for women and minority businesses; (6) Identify and write grant proposals to help fund mid- and down-stream programs that align with this initiative; (7) Aim to establish systems and strategies to develop a comprehensive workforce development model that addresses both the supply and demand needs; (8) Advocate for municipal policies that support economic opportunity.

## Job Description

Revere CARES is a community coalition supported by the Massachusetts General Hospital (MGH) Center for Community Health Improvement (CCHI) to promote a healthier community through the development and implementation of policy, systems and environmental changes for the promotion of health in Revere, Massachusetts. The Project Manager will help to lead the economic stability and mobility work for the coalitions, which should complement the MassUP work. The goal is to fully engage the entire Revere community including the significant diverse populations, secure partnerships and collaborations with all stakeholders, assess community needs, collect baseline data, secure grant funding, develop multiple interventions within different domains, and measure progress through process outcomes and health indicators.

The ideal candidate will have a good understanding of the interplay among social circumstances, race, ethnicity, and health. They will be knowledgeable of the concept of social determinants of health and the impact of policy and regulations on health outcomes. They will also be aware of the need to practice this initiative with a racial equity lens. This position will spend time both in Revere and Chelsea at various community locations, as well as work from home as needed.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:** Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

- **Management, Coordination and Facilitation**
  - Cultivate and strengthen relationships with key stakeholders (employers, partner organizations, funders,) and work collaboratively in a structured and on-going manner.
  - Create a recruitment plan to form strategic partnerships, identify potential partners, and create on-boarding process.
  - Facilitate meetings for Steering Committee and Cross-City Coalition to ensure Implementation Plan and Measurement Plan are fulfilled on time and on target.
  - Work collaboratively with WEE, Revere CARES, CC, CONNECT, and the Cities of Revere and Chelsea to ensure goals of Implementation Plan and Measurement Plan are met.
  - Communicate regularly with Supervisor and Steering Committee about work plan and strategies.
  - Help to create and manage the Implementation Plan, guiding it from ideas into practice.
  - Establish benchmarks to document partners' engagement and organizational changes.
  - Manage Revere-specific economic stability and mobility initiatives led by Revere CARES Coalition including the Sandler Square/Shirley Ave. collaboration with the City and TND.
  
- **Communication/Outreach**
  - Develop regular communications to Cross-City Coalition Steering Committees, members, other partners and collaborators to ensure alignment of work.
  - Oversee interns, as needed.
  - Assure that communications are culturally competent, translated into Spanish, and coordinate translation into other languages as needed.
  - Coordinate communication efforts for MassUP with partners.

## Job Description

- **Participation/Collaboration**

- Co-Lead/co-facilitate all Mass Up meetings with counterparts in Chelsea Collaborative and WEE.
- Actively participate in main partners and stakeholders' meetings, including Chelsea Good Jobs Coalition and the Revere Works Coalition.
- Collaborate with municipalities' workforce development efforts and meetings.
- Support general Revere CARES initiatives.
- (MGH) Participate in all internal CCHI events and meetings.

- **Evaluation**

- Advise and assist CCHI evaluation and research staff with evaluation and assessment activities to help fulfill Measurement Plan.

**SKILLS/ABILITIES/COMPETENCIES REQUIRED:** Must be realistic, objective, measurable and related to essential functions of this job.

- Effective organization and project management skills combined with flexibility, attention to detail, and multi-tasking.
- Ability to work well under pressure, think independently, and be a problem solver when challenges arise.
- Strong relationship-building skills, with experience communicating to various audiences, while demonstrating cross-cultural sensitivity.
- Demonstrated experience and skill with public speaking, recruitment, and marketing.
- Knowledge of community resources and web-based resources preferred.
- Knowledge of Revere and Chelsea and their CBOs preferred.
- Comfortable traveling around the North Suffolk/North Shore Area.
- Comfort in digital marketing (including email marketing, social media, and other forms of reaching large groups of people via the internet).
- Strong Microsoft Office Suite skills preferred.
- Strong interest and knowledge in community health and the social correlates of health.
- Knowledge or awareness of collective impact; the strategic prevention framework; CDC Health Impact Pyramid; policy, systems, and environmental change strategies; and the healthy coalitions model.
- Ability to work from offices in both Revere and Chelsea, as well as from home.
- Knowledge or awareness of workforce development policies and strategies.
- Knowledgeable of racial equity, cultural competency and trauma-informed client service.
- Ability to work in teams and independently.
- Demonstrated experience in grant writing.
- Outcome driven/result focused/accountability.
- Bilingual in Spanish preferred.

## Job Description

**LICENSES, CERTIFICATIONS, and/or REGISTRATIONS (if applicable):** Specify minimum credentials and clearly indicate if preferred or required

None.

**EDUCATION:** Specify minimum education and clearly indicate if preferred or required

Bachelor's degree required. Masters preferred but interchangeable for 5 years of relevant experience.

**EXPERIENCE:** Specify minimum creditable years of experience and clearly indicate if preferred or required

At least 5 years of experience in community organizing, coalition work, and/or exposure to the workforce development field. Paid work and internship experience are both valued.

**SUPERVISORY RESPONSIBILITY (if applicable):** List the number of FTEs supervised.  
**FISCAL RESPONSIBILITY (if applicable):** Indicate financial "scope" information, i.e.: size of budget, volume, revenue, etc.; Indicate total physician/non-physician FTE scope

No in-house supervision. Will help oversee project-related community partners' coordinators.

**WORKING CONDITIONS:** Describe the conditions in which the work is performed.

**APPROVAL:**

Health center and the community. Flexible schedule required. Hours include occasional evening and week-ends.

Department Mgr. Sylvia Chiang      Title: Director

Date: 08/18/2020

(NAME)

Other, As Appropriate \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.