

# CHOICE

## Job description

**Title:** Community Care Hub Director

**Reports to:** Chief Executive Officer

**FLSA status:** Exempt

**FTE status:** 1.0 FTE

**Hours:** 8 a.m. – 5 p.m., Monday through Friday

**Location:** Olympia, WA with opportunity for a hybrid schedule

**Salary:** \$113,000 to \$136,500



## Who we are

[CHOICE](#) is a nonprofit organization dedicated to improving community health in central western Washington. To do so, we facilitate partnerships, collective planning, and collaboration with Tribal nations, local healthcare leaders, and community partners, as well as providing funding and support for regional health improvement programs and services.

At CHOICE, we value teamwork, integrity, accountability, preparedness, clear communication, innovation, and a healthy work environment. Our values guide our work and serve as the foundation for how we engage, partner, and support the communities across our region.

## The opportunity

One of the many ways we support our region is through our community-based care coordination program, called Community Care Hub. We are currently seeking an experienced leader to provide strategic guidance and oversight for our Community Care Hub of Washington. As the Community Care Hub Director, you will be joining a dynamic and highly collaborative team that engages Native, state, regional, and local partners with the collective goal of improving health access, awareness, and quality of care across our region.

Through the Hub, individuals work with community organizations to receive comprehensive support tailored to meet their unique needs. These services and interventions cover a whole-person continuum of care, including physical health, behavioral health, and social supports, such as access to food or housing. The Community Care Hub program is community-centered, equity-driven, and acknowledges and addresses the barriers to critical services that different individuals may face.

In this role, your expertise and leadership will help guide successful program planning, development, and implementation strategies for the Community Care Hub, as well as lead community engagement efforts, monitor program performance, maintain contract compliance, and manage federal funds and operational budgets.

## Major duties

### Community Care Hub program management

- Guides the development and implementation of our Community Care Hub program, and ensures equity is central in the development and strengthening of the Community Care Hub.
- Ensure inclusive methods of engagement are utilized to listen to and value the perspectives of people who utilize or could utilize Community Care Hub services.
- Represents the Community Care Hub and CHOICE with federal, state, and local partners in collaborative systems development efforts (ie. statewide development of Community Care Hubs of Washington).
- Conducts annual reviews, renewals, and updates of policies and procedures.
- Identifies and monitors key performance indicators to analyze program success (key performance indicators may come from a variety of sources such as board established, state-wide alignment efforts, etc.). Leads data management and outcome measurement analysis including quality assessments for care coordinators and partner agencies.

- Ensures team provides effective contracting, contract monitoring, onboarding, and integration of new partner agencies into the Community Care program.
- Develop a sustainability plan for the Community Care program, which may include writing grants to secure funding.
- Stay informed about hyper local activities, emerging trends, and community needs. Utilize recommendations, insights, and analysis based on community member and partner input to advance CHOICE's mission and vision.

## Contract compliance and performance monitoring

- Support cross-team collaborations that achieve strong contracting, monitoring (including sub-contractor compliance and monitoring), quality assurance and continuous quality improvement occurs.
- Responsible for meeting contractual requirements, deliverables, ensuring organizational compliance.
- Identify potential areas of vulnerability within the Hub program and develop corrective action plans.
- Prepare and maintain records and reports, such as program budgets, work plans, program documentation, tools, and training materials.
- Monitor budget and expenditures monthly to optimize resource allocation while managing expenses effectively.

## Team leader

The Community Care Hub Director will supervise a team of dedicated professionals working to strengthen and expand this region's Community Care Hub.

- Provide leadership in nurturing and maintaining healthy organizational culture. Create a welcoming, safe, respectful, and collaborative environment in which your team has opportunities to provide constructive feedback, ask tough questions, and feels empowered to own their work and do it well. Foster a culture of humble curiosity, enthusiasm for the learning process, and celebrate successes and opportunities for personal, professional, and team improvement.
- Provide timely, constructive feedback, and support team members in their professional growth through regular one-on-one meetings, annual evaluations, etc. Seek feedback from team members.
- Design and implement program plans and contribute to developing and evaluating communication and case-making strategies, ensuring efforts can adapt as goals evolve.
- Support team in adopting new or improved organizational workflows, systems, or procedures. Manage effective feedback loops to identify and address areas of concern in practices and workflows; contribute to or lead planning and implementing changes when necessary.
- Support regular sensemaking with team members, ensuring and maintaining a strong sense of shared purpose.
- Assess and enhance team and organizational structures, collaborating with the Chief of Transformation as needed to revise positions, reporting relationships, and workflows.
- Collaborate with the Chief Transformation Officer to define or refine roles, expectations, and processes for team members, ensuring alignment with Key Performance Indicators and organizational mission, vision, and values.
- Guide team members in creating charters for their strategic initiatives and provide support as an initiative sponsor to ensure success and adherence to goals.

## Organizational leadership

Support organization-wide goals, standards, and culture, including:

- Lead efforts that contribute to building and sustaining mutually beneficial partnerships with a diverse set of organizations.
- Contribute to formulating organizational strategies, devising plans for implementation, and responding to and effectively communicating results.
- Help ensure that all staff have a thorough understanding of big-picture goals and a deep investment in CHOICE's mission.

- Provide input on opportunities to improve compensation structures, workplace policies, and practices that enhance work-life balance.
- Participate in leadership meetings and contribute to developing management reports.
- Provide valuable programmatic input into budget development and financial monitoring.
- As needed, help plan and facilitate events and represent the organization in meetings with regional community members and partners.
- As needed, participate in meetings with the CHOICE Governing Board and its committees.
- Contribute to evaluating the effectiveness of operational practices and help resolve problems.
- Nurture an authorizing environment that supports and ensures team members across the organization collaborate, contribute to sense-making, and engage in continuous quality improvement.
- Help to develop and iteratively improve HR policies, hiring practices, and work culture. Help to steadily strengthen the organization's practices for supporting employee success.

## Preferred qualifications

- **Education:** Bachelor's degree or higher in social work, public health, human services, or similar field. Comparable education in a similar field will also be considered.
- **Preferred work experience:** Minimum of three years of experience leading prevention and health systems change. Minimum of two years' experience providing supervision to others.

If you have gotten this far and are thinking you do not qualify, consider again. At CHOICE, we're dedicated to building a diverse and authentic workplace centered in belonging. If you are excited about this opportunity but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may just be the needed candidate for this or other roles.

## Competencies

- **Mission focus:** Embrace the organization's mission, understand the big picture, navigate well in ambiguity, and flexibly adapt to shifting needs.
- **Ethics and integrity:** Earn the trust, respect, and confidence of co-workers and partners through consistent honesty, forthrightness, and professionalism in all interactions; respect and maintain confidentiality.
- **Equity-focused:** Comfortable actively listening, learning, and engaging conversation about power, oppression, justice, and thriving. Works hard to integrate the organization's core values into sense-making processes and implementation of key strategies and initiatives.
- **Relationship-driven:** Develops, maintains, and strengthens internal and external relationships between staff and community partners, including with those who have been historically excluded and underserved.
- **Partnership building:** Strong familiarity with the principles of community engagement and trust building.
- **Time management:** Plan and manage time effectively. Identify and handle competing workload priorities. Make effective decisions and take appropriate action within short timeframes and deadlines.
- **Dependability:** Demonstrate responsive and responsible behavior in a fast-paced setting.
- **Systems and strategy orientation:** Ability to analyze the functioning of systems and to think strategically, rather than in purely tactical terms.
- **Strong social-emotional skills:** Ability to navigate complex interpersonal dynamics, operate with tact, communicate effectively, and maintain strong working relationships.
- **Teamwork:** Work effectively, proactively, and collaboratively with program staff and other state and regional partners.
- **Learning and adaptation:** Models and creates a culture that values listening, curiosity, and candid conversation.

- **Oral and written communication:** Ability to write and convey messages clearly. Capacity to communicate in ways that are culturally and linguistically appropriate for targeted and diverse audiences.
- **Computer skills:** Proficient in core productivity software, including Microsoft Office Suite, with a proven ability to learn new applications.

## Benefits

### Salary range

\$113,000 - \$136,500

### Benefits

Paid time off (PTO) with excellent medical, dental, and vision benefits, including employer-funded HSA, and retirement plan with employer match.

### Equal opportunity

CHOICE provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

CHOICE expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is not tolerated.

## How to apply

Please email your resume and cover letter to [hr@crhn.org](mailto:hr@crhn.org) with the subject line “Application for Community Care Hub Director”