



JOB DESCRIPTION PROGRAM MANAGER

April 2024

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

Overview:

This is an advanced-level administrative position, managing the full scope of doula programs offered by Healthy Start, Inc. ***The Program Manager (PM) will be instrumental in ensuring that the Healthy Start doula program is stable, financially viable and meets program targets for the number of women served, participant outcomes and other service delivery/process metrics. The PM must be able to demonstrate competency in the areas of program development, staff management, and fiscal management.***

As part of the Healthy Start multidisciplinary team, the PM has a passion for maternal and child health, and advances family systems and life course approaches to support improved birth outcomes, as well as family and community health and well-being. This role has a focus on health equity, using evidence-based practice, supporting Healthy Start's unique contributions to the field of maternal and child health, eradicating disparities faced by members of the Black community, and will work with internal and external stakeholders to serve the Healthy Start participant population and the community at large. The PM will develop expertise in understanding all the services offered by Healthy Start to ensure seamless and effective referrals to internal programs that will maximize the health and stability of our participants. Finally, the PM will be responsible for managing and maintaining working relationships with Healthy Start colleagues, clinical and community partners, contractors, other doulas and birth workers, and funders. The PM supervises the doula team and may be required to provide doula services as needed.

Duties of the Position:

- Help to position the Healthy Start doula programs as an exemplary community-based program that is trauma-informed, culturally-responsive and centers the lived experiences of Black women and families through innovative program delivery, collaboration and meaningful community engagement.
- Focus on the continual performance and growth of the programs by meeting and exceeding established benchmarks (i.e., ensure on-call coverage, manage quality assurance, and create a quality improvement plan to increase service delivery) through needs assessment, program planning, team/staff engagement and other collaborative efforts.
- Manage resources allocated to the programs—including staff, budget, and program activities.
- Manage program staff, including support for hiring activities, managing contractors, onboarding, training and professional development, scheduling regular meetings, and supervision.
- Provide ongoing education and support to Healthy Start staff and community.
- Identify, nurture, and grow community relationships and collaborations that help the program to meet its goals.
- Act as the key point of contact related to activities of the program for internal and external stakeholders.
- Support a positive customer service experience and timeliness of communication for all stakeholders who interact with the program.
- Ensure documentation of all service provision.
- Interpret organizational, local, state, and federal policy as it relates to birth work and potential impacts to the population served by Healthy Start.
- Represent Healthy Start and the doula programs in local, regional, and national meetings and on committees/working groups as needed and assigned.
- Support resource development activities related to the sustainability of the programs.
- Establish and/or track project objectives, timelines, tasks, and outcomes.

- Maintain reporting related to respective projects and initiatives—including compilation of qualitative and quantitative data for program and grant reporting.
- Manage special projects as assigned.
- Operate a variety of office equipment, i.e., copier machine, facsimile, etc.
- Perform other job-related duties as assigned by immediate supervisor.

Qualifications of Position:

Must have a proven track record of program and staff management within a community-based or related setting. Must demonstrate a passion for maternal and child health, with an understanding of public health concepts, health disparities and racial health equity. Must have or be willing to develop an understanding of the current and historical context of birth work and doula support for Black women and within the Black community, with a high level of cultural competence and humility in working with the target population. Must be willing to be trained as a doula (if not trained), and we are excited to support doula certification for the right candidate (annual professional development budget will be provided). Preferred candidates will also have experience in providing lactation support. Administrative and/or project management experience/skills required. Must be proficient in Microsoft Word, Excel and Outlook.

Other:

- COVID-19 vaccination
- Act 33/34 and FBI clearances are required
- Must possess a valid unrestricted Pennsylvania Driver’s License
- Must possess current and valid unrestricted automobile insurance and be listed as an insured driver
- Must have reliable transportation to support families on a need basis

Skills and Knowledge Required:

- Passion, energy and drive.
- Strong program management skills including ability to identify and manage multiple projects and priorities.
- Knowledge of the competencies and scope of practice for birth and postpartum doulas.
- Ability to provide education and direct support to program participants and their supports (partners, other family members, medical providers, etc.)
- Knowledge of prevention strategies, needs and risk assessment and family systems.
- Understanding of community and service delivery systems.
- Ability to motivate and guide participants to keep appointments, obtain goals, and take advantage of services.
- Ability to work with multi-cultural participants/agencies.
- Understanding of the tenets of public health and health disparities.
- Attention to detail.
- Excellent organizational, interpersonal, communication (written and verbal), and analytical skills.
- Ability to engage and communicate with stakeholders at all levels.
- Must be able to prioritize and multi-task while working in a fast-paced environment.
- Commitment to developing an understanding of the Healthy Start model.
- Ability to follow instructions, take direction from management and comply with the boundaries of the established policies and procedures, while embracing the importance of contributing new ideas.
- Strong computer literacy (Microsoft Professional Office, Access) and understanding of basic data analytics.
- Ability to meet deadlines and process assignments in a timely and accurate manner.
- Work well under pressure and be able to prioritize and manage multiple tasks.
- Ability to travel within Allegheny County, with occasional national travel.
- Commitment to protecting the confidentiality of employee and agency information.
- Professional demeanor is required as you will interact with persons at all levels within the organization, outside of the organization and community.
- Must possess a valid unrestricted Pennsylvania Driver’s License and current and valid unrestricted

automobile insurance and be listed as an insured driver.

- Personal transportation with employee listed as an insured driver on the vehicle used for work.

Supervisory Relationship:

This position works under the direction of the Program Director.

Physical Demands:

- Position is “hybrid” office/ community/ home. This is **not** a “remote” position.
- The work performed is 60% office work requiring sitting, typing and answering phones, with occasional light lifting, carrying, stooping, standing, bending, walking and filing.
- Intense mental, visual and aural attention is required as the work involves responding to requests, planning or performing work that is at times, can be fast-paced.
- The other 40% of the position is conducted in the field, including on-call backup support to the team. Candidate must possess the ability to work at locales outside of the office environment.
- Out of town and overnight travel may be required on occasion.

Compensation:

The starting salary for this position is \$60,000-\$62,000 annually. This is an exempt position.

Email resume and cover letter to hr@hsipgh.org.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.