

## **Position Announcement**

### **Director, Data and Technology Program Operations**

**Location: New York City or Albany**

#### **Organization Overview:**

The mission of the Community Health Care Association of New York State (CHCANYS) is to champion community-centered primary care in New York State through leadership, advocacy, and support of Community Health Centers. To do this, CHCANYS serves as the voice of community health centers, working to ensure that every New York State community has primary care that encompasses all aspects of each patient's health and well-being. CHCANYS is a dynamic, team-oriented, 501(c)(3) non-profit organization, and as New York State's Primary Care Association (PCA), advocates on behalf of and provides technical assistance to federally qualified health centers (FQHCs) throughout New York State. New York's nearly 800 FQHCs sites provide comprehensive, community-based primary and preventative care services to 2.2 million New Yorkers annually, regardless of insurance status or ability to pay. CHCANYS is nationally recognized for its programs in health policy, performance improvement, health information technology, health system planning, and training and technical assistance (T/TA).

#### **POSITION SUMMARY:**

The Director, Data and Technology Program Operations will manage the expansion and ongoing operations of CHCANYS' New York Statewide Health Center Controlled Network (NYS-HCCN), a collaborative network of 51 diverse FQHCs from across New York State working towards strengthening quality of care and improving patient health outcomes by achieving optimal use of electronic health records (EHRs), adopting data quality improvement strategies, and engaging in health information exchange (HIE). The NYS-HCCN operates under the auspices of CHCANYS with its own HCCN Board of Directors consisting of network members. The Director will also play a lead role in driving adoption and further enhancement of CHCANYS' Center for Primary Care Informatics (CPCI), a robust cloud-based data reporting and analytics solution that facilitates clinical practice transformation and quality improvement for 50+ FQHCs across New York.

The successful candidate will be an experienced Program Manager, relationship builder and strategic thinker, with expertise in health IT, data analytics, and primary care. The individual may be based in the New York City or Albany office. This position reports to the VP of Data and Technology and supervises a team of program managers.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Direct the day-to-day operations of the NYS-HCCN, including:
  - Develop and implement a project work plan that includes timelines for technical assistance, program development, administrative and analytic functions necessary to achieve grant goals and deliverables in each year of funding.

- Plan, operationalize, and monitor a multi-year work plan to achieve grant goals and deliverables
  - Convene project team meetings to monitor progress on the work plan to ensure compliance with deliverable content and deadlines, coordinate efforts of team members and problem-solve.
  - Develop and execute an evaluation strategy for the assessment of the project, including annual reports
  - Oversee project team members in the collection, analysis and write up of evaluation(s) for project deliverables. Prepare and submit all reports as outlined by project deliverables.
  - Negotiate contracts and oversee the work of subcontractors to ensure compliance. Identify additional subcontractors, as needed.
  - Develop and manage all project budgets with oversight from the VP of Data and Technology if necessary.
  - Work with CHCANYS finance team to manage contract expenses and budgets and financial reports
  - Coordinate and lead Governance processes and communications, providing transparency into project progress, risks and outcomes and cultivating stakeholder engagement. As well as scheduling and preparing of agendas and materials for NYS-HCCN board meetings.
  - Create mechanisms to ensure ongoing communication with the HRSA Project Officer.
  - Create mechanisms to ensure ongoing communication between project participants and external stakeholders, including the regular dissemination of critical information from HRSA, the Office of the National Coordinator, the State of NYS DOH, NYC DOHMH, and all private sources concerning the work of the NYS-HCCN
  - Report regularly to CHCANYS senior team and CHCANYS staff on the progress/status of project deliverables
  - Provide performance coaching and assessment, and champion professional/talent development for direct reports
- Lead the continued growth and ongoing operations of the CPCI:
    - Build relationships with health center leaders and analytics champions across CHCANYS to understand their evolving needs and drive adoption of the CPCI
    - Lead the definition and prioritization of enhancements to CPCI, coordinating with the vendor through implementation and rollout
    - Oversee user support and training for CHCANYS staff and health centers, working closely with the vendor to ensure a high level of quality and timeliness of service
    - Develop informative materials, deliver product demos, and participate in other outreach activities
  - As part of the Data and Technology leadership team, contribute to building and implementing strategy for the priorities and growth of D&T, such as identification of emerging and best practices in health IT and data-driven practice transformation, and/or development of new funding applications. Guide and assist Program Managers with the development of technical assistance curriculum content and tools

Supervise and manage team:

- Supervise and support in managing the day-to-day work and HR processes for Program Managers including Performance management and professional development
- Work with D&T leadership to assess current capabilities and gaps in professional development across the team
- Review and consult on performance reviews, salary decisions, and other HR processes to ensure fairness and consistency across D&T and CHCANYS. Act as a point of escalation for interpreting HR policy if needed
- Participate in staff recruiting, hiring, and/or performance improvement plan processes as applicable

**MINIMUM REQUIREMENTS:**

- Bachelor’s degree in health sciences, informatics or related field. Master’s degree (MPA, MPH, MS, etc.) strongly preferred
- 10+ year’s professional experience planning and directing large programs/projects in Health IT/Clinical Information Systems. 5+ years staff supervisory experience. Track record of leading teams through a hands-on management style to accomplish project goals and deliver high quality work products on-time and on-budget
- Strong interpersonal and relationship skills with a client service orientation
- Excellent oral, written, presentation, research and analytical skills
- Intellectually curious, creative problem solver. Comfortable with ambiguity and able to motivate and manage change
- Understanding of electronic health record (EHR) technology, electronic health information exchange, Meaningful Use incentive program, federal and New York State health care reform initiatives.
- Willing to travel 20% time throughout the state to FQHC sites and willingness to represent the HCCN at national conferences
- Knowledge of FQHCs and primary care preferred
- Knowledge of Patient Centered Medical Home (PCMH), Uniform Data System (UDS), population health management, and/or clinical quality improvement preferred
- Knowledge of and experience with FQHCs and primary care preferred

**To Apply:**

Please send a cover letter of interest with salary requirements, resume and two writing samples with “Director, Data and Technology Program Operations” in the subject line to [jobs@chcanys.org](mailto:jobs@chcanys.org). Applications will be reviewed on a rolling basis.

*CHCANYS offers a competitive salary and benefits, commensurate with experience and skills.  
CHCANYS is an equal opportunity employer.*