

**Maine Migrant Health Program
Position Specifications
Essential Functions and Applicant Requirements**

Position Title: Program Manager

Pay Designation: Exempt

Position Reports to: Director of Outreach

Position Summary:

The Program Manager (PM) will oversee the execution of direct service activities in a specified region, by leading the planning, development, and implementation of harvest specific programs through a combination of administrative activities and supervision of enabling services staff (roughly 75% of time) and direct service to patients (roughly 25% of time),, acting as the primary liaison between regional staff and the administrative office in Augusta. The PM will also assist in the development of policies and procedures to improve health care delivery, strive for continuity of services across regions, as well as ensure cultural and linguistic appropriateness and program effectiveness.

Essential Responsibilities:

1. Oversee enabling services in the specified region.
 - a. Supervise the Regional Coordinator of the specified region.
 - b. Oversee the supervision of other enabling services staff in the region, by providing on-site training, monitoring development of work plans, progress toward goals, and adherence to MMHP policies and procedures.
 - c. Maintain mapping of migrant housing locations, health issues/problems of local area and other needs that impact program planning and development for specific harvest or harvest area on MMHP scouting grids.
 - d. Establish and maintain relationships with farmworkers, coworkers, growers, community agencies, organizations, and area health providers. Communicate with all stakeholders in a respectful, culturally appropriate manner.
 - e. Oversee resource distribution for the region.
2. Oversee regional administrative duties
 - a. Assist with scheduling of clinics, and oversee the scheduling of patient appointments, management of the Task System in the EMR, and cases of high needs patients in the harvest area to ensure adherence to MMHP's scope of service.
 - b. Coordinate/lead trainings for regional staff.
 - c. Responsible for maintenance of the region's Scouting Grids.
 - d. Participate in Quality Assurance activities as assigned.
 - e. Monitor/maintain CHW/Provider relations

- f. Oversee the completion of all Clinic Summaries and respond to questions/concerns identified. Facilitate the Harvest Debrief and pre-season planning activities.
- g. Participate in other program-level activities, as determined by the Director of Outreach.
- h. Assume a Specialty area of focus, which may or may not be region-specific, to be determined in conjunction with the Director of Outreach and/or Executive Director.

Direct Service Responsibilities

- 1. Bridge the gap between communities and health and social service systems.
 - a. Conduct outreach and establish and maintain relationships with eligible patients, their family members, and community stakeholders. Assess needs and identify appropriate resources and referrals.
 - b. Provide care coordination services on behalf of patients and their families, assisting with referrals and appointment coordination, interpretation, transportation, prescription assistance, and eligibility for insurance or public benefits.
- 2. Assist in navigating the health and human services systems
 - a. Provide referrals/vouchers to MMU, contracted medical providers, or other agencies with necessary resources including any necessary supportive or follow-up services.
 - b. Empower clients to identify resources and solve problems independently, operating from a strengths based-approach to service delivery. Tailor-fit care coordination activities to both the needs and the resources of each patient.

Other Responsibilities:

- 1. Perform other duties as assigned by the Director of Outreach and/or Executive Director.
- 2. Coordinate and/or participate in MMHP events and activities
- 3. Adhere to infection control/safety guidelines, and confidentiality policies.
- 4. Assist in the development of policies and procedures to improve the MMHP.
- 5. Provide driving, clinic intake, and/or interpretation services for MMU clinic as needed.

Availability Requirements:

Daytime, and some evening and weekend hours. Ability to provide services in the assigned geography as required by season.

Essential Requirements:

Licenses: Current driver's license, with good driving record for the past 3 years, or period of licensure, whichever is shorter. Reliable transportation and insurance required.

Education: College degree or equivalent experience. Completion of a CHW core-competency training preferred.

Skills/Abilities: Three to four years' supervisory experience, previous, health insurance or physician's office experience preferred. Ability to speak Spanish or Creole preferred. Prior

experience with health education, farmwork, and outreach is helpful. The candidate must possess excellent customer service skills and a caring and understanding attitude. Ability to organize, document, and prioritize work, ability to work well with others and communicate effectively. Ability to read, understand and follow oral and written instructions.

Equipment Usage Requirements:

1. Computer, Cellular Phone, Fax
2. Automobile
3. Blood pressure equipment
4. Height and weight measuring equipment
5. MMU EMR-related hardware and software

General/Field Work Environment and Physical Demands:

1. Must be able to climb, stand, and walk.
2. Lifting not to exceed 50 pounds with good body mechanics.
3. Must be able to push/pull weight short distances.
4. Moderate twisting, frequent bending, infrequent squatting.
5. Endurance-moderated energy requirements (5-7 mets).
6. Gross dexterity with infrequent fine motor movement.
7. Both handedness required for 40-60% of the job cycle.
8. Frequent pinching, infrequent hand/wrist repetitions.
9. Requires hearing whispered at 3 feet (FAA Class III) and frequent, clear speaking ability.
10. Moderate exposures to infections.
11. Must have 20/40 corrected vision.

Additional Environmental Demands:

1. Steady exposure to voices and routine noises and occasionally loud sounds.
2. Slight likelihood of minor injury.
3. Slight likelihood of exposure to toxic condition.
4. Likelihood of working with others is great; association is frequent and comprises a major portion of the job.
5. Likelihood of working with people from a variety of cultures and speaking languages other than English is great.
6. Work is often in community setting: farms, labor sites/camps, ERs, clinics, etc.
7. Lack of control over pace of work is moderate, with periods of assignment based pace.
8. Role ambiguity is slight, rarely is it not clear what others expect of the worker.
9. Irregular work hours, depending on season, needs, and availability.

Cognitive and Emotional Demands:

1. Problem solving required along with frequent times when situation assessment and corrective action is needed.

2. Must be able to read and comprehend greater than a grade 6 level of instruction and have basic math skills.
3. Must remain calm and exercise self-control in working relationships with patients and staff.
4. Works directly and on a regular basis with persons who are or may become ill or disabled, must possess skills to cope with stresses associated with illness, disability, crisis and at times death.

NOTE: This position summary and job description is a general overview of the primary responsibilities which is subject to review and revision at any time.

I have read and understand the above Position Description.

Employee Signature

Date

Witness Signature

Date