Position: Social Determinants of Health Manager

Date: 05.02.17

FLSA Status: Exempt

Pay Type: Salary

Reports To: Senior Director of Innovation

Supervision: None

Hours: 1.0 FTE

Approved By: Craig Hostetler, Executive Director

Date ____________________________

Social Determinants of Health Manager

Primary Purpose

The Social Determinants of Health (SDOH) Manager defines and organizes current OPCA work around social determinants, patient complexity, population segmentation, and programming that assesses and responds to this arena. This position works closely with the Executive Director, the State and Federal Policy Director, the Senior Director of Innovation, the APCM Program Manager, and the Innovations Director to facilitate and encourage the conversations and interventions needed to create health equity for all through a root cause focus.

Essential Duties and Responsibilities

SDoH Gathering and Strategy

- Stays apprised of Current SDoH Efforts: Catalogs tools, studies current workflow, engages CHCs, and interacts with SDoH-focused and community-based partners, mapping and aligning current SDoH efforts (OPCA, FQHCs APCM, and beyond). Collects data and information around tracking enabling services, social determinant tools and interventions, and approaches to measuring the impact of SDoH-focused efforts. Marshals arguments and evidence to support upstream investments. Engages in on-site observation, interviews, and/or focus groups of workflows and processes for data collection and “treatment” of upstream issues.

- Monitors and Advances Community Partnerships Around SDoH Activities: Interacts with Oregon FQHCs and catalogs current interventions as well as populations served, and areas of interest for future SDoH work. Facilitates community partnerships on behalf of the Association, including but not limited to tracking statewide, regional, and national SDoH activities. Leads/facilitates conversations with OPCA staff and partners to refine/redefine interviewing and data collection tools that will be used to improve CHC programs that address social determinants of health, measure their effectiveness and develop a case for payers to invest in these services. Partners with state and national groups to further the
abilities of CHCs and OPCA to move care upstream. Maintains strong communication and collaboration with the full OPCA team regarding PCMH and its evolution to effectively address the SDoH.

- **Identifies Gaps in SDoH Initiatives and Develops Strategy:** Identifies gaps in information to further OPCA’s SDoH initiatives. In partnership with the Senior Director and Innovations Director, facilitates the development of a “roadmap” as to the best course to spread SDoH work from concepts to action to health improvement to payment structures supportive of health and wellbeing work.

- **Shares OPCA and CHC implementation strategies:** Travels to other regions and states to support the inclusion of SDoH screening. Shares practices developed at OPCA and around the country to incorporate in workflows.

**Implementation**

- **Contributes To Impactful Patient Care:** Functions as key contributor to the development of a more impactful patient care team that attends to the determinants of poor health using respectful, sensitive interviewing strategies.

- **Implementation and Sharing:** Develops toolkit and/or other content to support FQHCs in developing partnerships with community-based non-medical organizations, to support addressing identified SDoH needs. Within and outside of APCM, supports the implementation of tools, clinic tracking, reporting, sharing learning widely, and new partnerships/workflows that attend to the root causes of poor health.

- **Spearheads the Spread models for CHC partnerships with community-based organizations (CBOs).** Works with interested clinics and partners, as requested, and shares models for SDoH-focused partnerships and collaboration at OPCA learning events and gatherings as appropriate.

- **Develops Pilots and Ideas for Future Projects Around SDoH:** Notes and/or develops ideas for additional projects or grants to further the OPCA social determinants experimentation.

- **Partners with OPCA Team Members:** Works closely with Director of Innovation on Empathic Inquiry. Engages in policy and practice conversations relating to equity, tracking health disparities, and providing technical assistance to CHC members that are investing in social determinants of health work. Coordinates and contributes measurement and implementation across the continuum from CHC SDoH measures and team level data to value based-payment. Partners with Data team and EHR vendors to support development and implementation of 1-2 social determinant metrics.

**Technical Assistance and Training**

- **Provides Technical Assistance and Coaching:** Provides technical assistance to clinics wishing to implement various SDoH-related programs, such as PRAPARE, food insecurity screening and interventions, early childhood education, etc. Augments ways to share data across sites to foster ongoing improvement. Assists/coaches, in tandem with OPCA team, FQHCs in interviewing around SDoH and creating actionable responses to patient priorities.

- **Develops and Leads Trainings on SDoH:** Coordinates SDoH-focused topics and learning opportunities at peer network gatherings. Works with TA team to develop and offer training events/onsite training for CHC staff, board members and a variety of stakeholders around workflows for tracking and improvement of social determinants.
3. **Other Duties and Responsibilities**  
- Provides budget oversight, in partnership with the Senior Director of Innovations, for any SDoH specific grants.
- Assists in development and/or supports strategic planning and participates in grant writing as it relates to the integration of SDoH work or development of new programs to support SDoH work.

4. **Knowledge, Skills, and Abilities**  
- Broad knowledge and understanding of CHCs, data and measurement, and social determinants.
- Experience in researching models and concepts, tracking workflows, and sharing written information.
- Knowledge of clinical settings, processes, and culture, including an understanding of managing change.
- Ability to think strategically and deliver technically.
- Knowledge, skill and ability to establish and maintain effective working relationships with a wide variety of personalities.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities; enthusiasm for collaboration, communication, and celebration.
- Ability to work with diverse partners and leverage areas of expertise.
- Excellent interpersonal, oral and written communication and organizational skills.
- High level of comfort with ambiguity and an ability to create direction and deliverables from it.
- Ability to be self-directed, and able to manage and organize competing projects and priorities.
- Ability to focus on the development and delivery of more than one initiative at a time.
- An ability to work with people who think, act, look, and/or live in a manner different from one’s self.

5. **Minimum Qualifications and Experience**  
- Professional level with advanced proficiency. Generally requires a Bachelor’s degree and/or 3-5 years’ experience or equivalent education.
- Fluency in written and spoken English required.

6. **Preferred Qualifications and Experience**  
- Degree in Public Health.
- Experience working in or with Community Health Centers or other health care settings.
- Project and/or program management experience.

7. **Specific Job Attributes**  
- **Job Complexity**: An experienced professional with a full understanding of area of specialization; resolves a wide range of issues in creative ways. This job is the fully qualified, career-oriented position. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions.
- **Impact**: Failure to achieve objectives will have an impact on unit and the organization.
- **Degree of Work Direction**: Determines methods and procedures on new assignments. Moderate supervision with latitude to make decisions to achieve defined goals.
- **Role as a Team Member**: Contributes to team objectives and outcomes in line with organizational outcomes as guided. Partner with upper management to set objectives for assigned unit/area. Consults with senior peers on highly complex projects.
- **Internal / External Contacts**: Networks with senior internal and external personnel in own area of expertise.
- **Leadership/Supervision of Others**: May manage a process or function without direct reports, or manages the activities of team including supervisors and/or individual contributors with authority to make hire/fire and performance management decisions.
- **Innovation**: Develops and improves innovative programs and continuously improves through PDSA cycles leading a team focused on the initiative, connecting ideas and concepts in innovative ways, and may be called upon to present to others seeking to learn from OPCA locally and/or nationally.
- **Budgetary/Fiscal Responsibility**: Partial budgetary preparation/compliance accountability.

8. **Travel Required**
- In-state or out-of-state travel may be required for this position. Must possess valid Oregon driver license and provide proof of insurance if using own vehicle, or if renting, must be insurable. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

9. **Work Environment**
- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.
- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA’s members and other target audiences.
- Duties will be performed in both an office setting and out in Community Health Clinics.

10. **Physical Demands**
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

**Statement of OPCA Practices**: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive...
to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

**General Statement:** Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon’s “safety-net” primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

**REQUIRED SIGNATURES**
I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee_______________________________Date____________________

Supervisor_____________________________Date____________________

*Changes must go through HR Generalist for standardization and Internal Systems for review.*