



PROGRAM MANAGER

Missouri Family Health Council, Inc. (MFHC) believes all people deserve quality, affordable healthcare, including accessible reproductive and sexual health services, because everyone should have the opportunity to pursue the future they want, including if, when, and under what circumstances to become pregnant. We believe this is some of the most important work of our lifetime, so we're unwavering in our innovative, compassionate, and strategic energy toward challenging systemic oppression and shifting the dynamics of power toward more equitable opportunity and access. Simply put, we do hard work and we do it well.

If you're someone who is relationship-centered, a clear communicator with a strategist's mind, and unmatched ability to move a complex project to success, we want to hear from you.

POSITION SUMMARY

Program Managers are responsible for supporting health centers who participate in MFHC's service delivery programs toward program evaluation, quality improvement, and grant compliance. They provide training and technical assistance surrounding client-centered, trauma-informed, equitable sexual and reproductive health care in alignment with MFHC's mission, vision, and values. As a manager, this position is mainly micro-level focused with input on the macro-level, and is responsible for the execution of projects and work products, responsiveness to stakeholders, grant compliance, and contributing to a more equitable and inclusive organization.

HOW YOU DO YOUR WORK

MFHC is committed to reproductive justice, including and centering antiracism. MFHC works to eliminate biases and inequity by challenging systemic oppression and shifting power dynamics. All team members are expected to meaningfully participate in this work.

Diversity, Equity, Inclusion, and Belonging

- Engage in a personal and professional journey with antiracism and intersectional justice.
- Actively contribute to an equitable and inclusive organization.
- Participate in trainings
- related to antiracism, health equity, diversity and inclusion across lines of race, ethnicity, age, sexual orientation, gender identity, ability, body size, class, etc.

- Act with kindness, empathy, and compassion; contribute to an environment that promotes authenticity and protects psychological safety.
- Integrate principles of equity and inclusion throughout all of MFHC's work.

Team Member Expectations

- Demonstrate passion for MFHC's mission and a deep commitment to MFHC's guiding principles and values, including diversity, equity, and inclusion.
- Communicate directly and clearly both externally and internally; address internal conflict with a focus on resolution, mutual acceptance, and understanding.
- Deliver clear, concise, and compassionate communication; practice active listening.
- Exercise strong judgment, view work through the lens of a team, and adapt to changing circumstances.
- Foster team collaboration, come prepared to meetings, ask questions, give/receive feedback, and look for solutions to problems.

WHAT YOU DO

Specific job duties include, but are not limited to:

Program Reviews, Monitoring, and Grant Management

- Develop and maintain effective and collaborative relationships with health centers/subrecipients.
- Develop and apply a deep understanding of Title X and other grant requirements, policies, and regulations.
- Support new and existing health centers in meeting grant objectives/deliverables, including across lines of administrative, fiscal, clinical, data, and community engagement requirements.
- Conduct in-person and virtual grant monitoring visits with health centers in the network; draft reports of findings, review responses and provide follow-up.
- Develop and maintain effective relationships with health centers/subrecipients.
- Participate in meetings/calls with health centers to foster collaboration/support.
- Maintain proper documentation for all grant activities and requirements.
- Assist in grant writing and reporting.

Quality Assurance and Quality Improvement

- Assess, plan, implement, and evaluate continuous quality improvement activities toward client-centered, equitable healthcare service delivery in partnership with network health centers.

- Collaborate with other MFHC staff to ensure comprehensive support of health centers.

Training and Technical Assistance

- Share best and promising practices with professionals in the MFHC network and beyond through formal and informal, virtual and in-person, training and technical assistance.
- Support the overall success of MFHC's external training plan, brainstorm potential sessions based on the needs of the network, and facilitate training or recruit speakers.

Outreach and Project Promotion

- Build and maintain connections with allied and diverse organizations and health centers and synergize those relationships with the MFHC team and network.
- Promote MFHC's service delivery programs.
- Serve as MFHC's representative for conferences, boards, coalitions, advisory groups, and external forums, as appropriate.
- Track all outreach per program guidelines.

Continuous Learning

- Receive, reflect on, act on, and learn from feedback.
- Complete all grant related/required training.
- Maintain knowledge of best practices related to client-centered, equitable sexual and reproductive healthcare.
- Participate in professional development that enhances knowledge related to MFHC's work, including trainings focused on diversity, equity, inclusion, and belonging.

Additional Duties/Responsibilities

- Attend events, conferences, trainings, and meetings on behalf of MFHC, including tabling/outreach, as needed.
- Participate in advocacy by meeting with legislators when requested, testifying if identified as the best messenger for MFHC, respond to action alerts distributed by MFHC, and promote MFHC with passion and appropriate knowledge with partners/stakeholders.
- Other duties as assigned that support MFHC in meeting its mission.

WHO YOU ARE AND KEYS TO SUCCESS (the must-haves)

To be successful in this job the following are crucial skills and abilities:

Demonstrated project management ability: Experience with implementing strategies to move stakeholders and outside partners toward a goal. Responds promptly to requests for support.

Manages a high volume of work with efficiency and has systems to remember, manage, and complete tasks.

Engaging, purposeful, informed training and technical assistance skills: Experience developing and delivering training and technical assistance. Demonstrates functional understanding of adult learning principles and integrates them into training and technical assistance plans. Uses coaching, training, and feedback to develop others and supports problem-solving. Sees mistakes as learning opportunities.

Critical thinking and problem solving ability: Quickly grasps subtleties of complex issues and identifies patterns in challenges. Has a successful track record of taking a concept from idea to implementation. Uses quantitative and qualitative, data-driven analysis to inform strategy in the context of the broader socio-political environment.

Creative, resourceful, resilient, and responsive: Proposes solutions to issues without much guidance (but isn't afraid to ask questions). Proactively asks for help, anticipates problems, plans ahead and course-corrects where needed to get to the finish line. Ability to thrive in an ever-changing environment and make sound decisions in the face of ambiguity.

Relationship building: Enthusiasm for meeting and engaging with the people we serve. Listens closely to understand needs or concerns and takes steps based on that input. Responds to people in a timely manner. Provides clear, helpful, accurate information.

Clear, precise, and compassionate communication: Speaks clearly on behalf of the organization. Organizes and shares information effectively. Communicates well with others, including sharing context and asking questions to understand others' perspectives. Accepts, offers, and integrates feedback and accountability.

The following are plusses, but are not requirements:

- Bachelor's degree in a related field (i.e. Public Health, Social Work, Public Policy, Public Administration, Nursing, Health Care Administration, etc.).
- Experience in healthcare and family planning settings.
- Experience applying health equity principles and values throughout work.
- Experience with conducting client-centered contraceptive counseling.
- Experience with data analysis and program evaluation.
- Experience working in the context of grant funding.
- Proficient with Microsoft Office Suite, Google Drive and related software.
- CHES/MCHES and/or CPH certification.

WHAT ELSE YOU SHOULD KNOW

Position Title:	Program Manager
Department/Team:	Service Delivery/Program Initiatives
Reports to Position:	Director of Program Initiatives
*FLSA Classification:	Exempt
Salary Range:	\$58,000 - \$67,000

**FLSA - Fair Labor Standards Act: Exempt or Non-Exempt*

Work Environment

- MFHC is a fast-paced organization that operates in a challenging external environment.
- MFHC values equity, autonomy, compassion, collaboration, inspiration, and diversity.
- Prolonged periods of sitting at a desk and working on a computer.

Travel Required

- Possess a valid driver's license to operate a rental vehicle or personal vehicle.
- Periodic travel is required in-state for outreach, trainings, stakeholder meetings, site visits, etc. - approximately three trips per quarter, with potential for 1-2 out of state trainings per year. All travel may require overnight.

Location and Schedule

- May perform work from the Jefferson City office, or remotely, within the state of Missouri, or cities contiguous to MO. If working remotely, an in-home, dedicated work space, is suggested.
- General office hours are 8:00 am – 5:00 pm, Monday – Friday, with **significant flexibility** to manage schedule as needed and/or create alternative schedule. Some evening/weekend hours may be required.

Benefits

- Unlimited PTO (includes sick time and paid parental, family, and medical leave).
- 100% paid employee coverage for health, vision, dental, life, and long-term disability insurance; 50% - 100% paid dependent coverage for health insurance based on plan.
- 10 paid holidays, employee's birthday, and paid office closure the last two weeks of the year.
- Retirement plan with up to 3% employer match.

Work Authorization

The person assuming this position is required to verify eligibility to legally work in the United States.

EEO Statement

MFHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type on the basis of sex, color, race, religion, national origin, age, physical or mental disability, sexual orientation, citizenship, veteran's status, political affiliation, marital status, gender identity, number of pregnancies, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, leaves of absence, compensation and training.

HOW YOU CAN APPLY

To apply, please **complete the [online application](#) by 5:00 PM, May 31, 2023**. MFHC will only consider candidates who complete the online application, which includes submission of a resume and cover letter that addresses the following questions or points:

- How do you define reproductive justice? Why is it important?
- How do you think about change management and quality improvement?
- How do you think about relationship building in the context of systems change?

Compensation is commensurate with experience and education. All resumes will be treated as confidential. No phone calls please.

About MFHC

We are a private nonprofit organization that champions access for every individual to culturally sensitive, quality, sexual and reproductive health education and services. Our mission is achieved in two primary ways: through advocacy to break down systemic policy barriers which decrease health equity and impede access to services; and improving quality services through programming. MFHC is resolute in supporting a diverse, multicultural, and inclusive staff. We seek talented individuals who are committed to this work and our [guiding principles and values](#). For more information on MFHC, please visit www.MFHC.org.