



Community Health Manager

Employment status	Full Time, exempt
Hours per week	40 (with occasional nights and weekends)
Reports to	Chief Community Health Officer

Job Purpose

The Community Health Manager is responsible for supporting community health activities by overseeing a team of 4-8 Community Health Workers (CHW), coordinating patient support with providers and care teams, coordinating activities related to logistics, curriculum, and reporting, and analyzing program data.

Primary Duties and Responsibilities

Manager

- Lead a team of CHWs who will work with hundreds of patients each year
- Support and coach CHWs so they do their best work for patients
- Monitor caseloads of all CHWs, analyzing reports, monitoring client enrollment timeline, progress towards goals, and CHWs' support of clients
- Organize and implement CHW training
- Integrate CHWs with care teams working in clinics
- Coordinate with providers and/or care teams to create, review, and triage list of Siloam patients who need to engage with CHWs
- Facilitate team meetings and support groups for patients
- Conduct basic accounting for project expenses and program management
- Recruit CHWs through engaging with local community organizations
- Meet weekly with core CHWs to review caseloads and clinical coordination with providers
- Coordinate special community events such as health assessments, mobile dental clinics, flu clinics, or other services as determined by CHWs, communities, and other stakeholders
- Participate in on-going quality improvement (QI) activities within the roles defined above
- Other duties as reasonably assigned

Coordinator

- Analyze health system data to identify patients who are at high-risk for poor outcomes
- Meet with eligible patients to enroll them in the program
- Adminstrate activities including assistance with CHW recruitment, hiring and training
- Collect data for program evaluation
- Other duties as reasonably assigned

Education and Experience

- Bachelor's degree in related field; MSW or MPH focus preferred
- Leadership experience with a non-profit or community-based organization
- Experience with clinical social work or case management

Qualifications

- Passionate about Christian ministry to the underserved and in full agreement with Siloam's mission and core values
- Willingness to serve persons with limited access to healthcare and who are from different cultures and faith beliefs
- Computer literacy and familiarity with MS Office products as well as electronic medical records and statistical analysis software preferred
- Familiarity with medical terminology is preferred
- Adherence to OSHA and confidentiality requirements
- Ability to work well in a team setting
- Detail-oriented
- Excellent at follow-through
- Excellent oral and written communication skills
- Excellent understanding of the healthcare and social service systems including processes for enrolling in public benefits
- Knowledge of the resources and community-based organizations in the Nashville community, particularly among refugee and immigrant communities
- Comfortable analyzing reports and using data to drive performance results
- Ability to exercise judgment in the application of professional services
- Bilingual skills a plus

**TO APPLY, PLEASE SUBMIT A RESUME AND COVER LETTER TO
COMMUNITYHEALTH@SILOAMHEALTH.ORG.**