

JOB DESCRIPTION

Position: Program Coordinator

Reports To: Clinic Program Manager

General Description of Employer

The Colorado Rural Health Center (CRHC) is a non-profit organization that serves as the State Office of Rural Health. CRHC’s mission is to enhance healthcare services in Colorado by providing information education, linkages, tools and energy toward addressing rural healthcare issues.

Position Summary

The Program Coordinator will assist with coordinating CRHC’s programs, services, and resources for rural hospitals and clinics. The primary functions of this position will be to assist department staff in the development and implementation of evidence-based processes to support rural facilities in the areas of quality, operational, and financial improvement; facilitate effective program communication between staff, participants, and stakeholders; refine existing models and materials to ensure successful project and program implementation; and assist with project tracking and data needs.

Essential Duties and Responsibilities

- **Program coordination and implementation:** Responsible for coordinating and tracking CRHC program activities for a several clinic and hospital programs including but not limited to iCARE (Improving Care and Readmissions), MORE Care (Medical Oral Expanded Care), and FLEX (Medicare Rural Hospital Flexibility Grant Program).
- **Scheduling:** Responsible for scheduling and coordinating meetings between program staff, participants, and external stakeholders as needed.
- **Events and Meetings:** Assist with coordinating workshops, conferences, site visits, webinars, and other events in the Denver area and statewide. Responsibilities include working with the outreach department to locate and organize meeting space, setting up meetings, working with caterers, and corresponding with participants and speakers. Attend and act as representative at program-related meetings and workshops, as necessary.
- **Program Response:** Responsible for screening correspondence (phone calls, email and US mail) and handling requests for information and answering questions about the program. Provide thorough and timely customer service.
- **Outreach and Communication:** Works with the outreach department to develop materials such as brochures, fact sheets, tool kits, marketing flyers and educational handouts. Responsibilities will include providing communication to healthcare providers and professionals, facility administrators, and other rural community members on an ongoing basis regarding funding opportunities, regulation and policy, program information, and resources. Contribute postings for e-newsletters. Develop solid working relationships with organization’s members and key stakeholders. Serves as a liaison between project and program stakeholders, healthcare providers, rural clinics, hospitals, and other partners to facilitate effective program communication.

Skills Required

- Excellent organizational skills – coordinating multiple tasks, events, and project timelines
- Capable of establishing timelines and meeting deadlines, both autonomously and under supervision
- Professional oral and written communication
- Willingness to provide timely response to email, scheduling requests, and program correspondence
- Flexible communication style, excellent interpersonal skills, and sense of humor
- Familiarity with the health care system is strongly preferred
- Experience in project or program coordination
- Excellent writing skills for correspondence, summary and progress reports
- Works well in a team environment and is able to generate solutions to issues as they arise
- Highly flexible and adjustable
- Proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook, CRM), Webinar applications (Ready Talk, WebEx, or Zoom)
- An interest in working with rural communities and healthcare facilities

Education and Experience

Minimum Bachelor's Degree, plus two years related experience; or equivalent combination of education and experience will be considered. Experience working with clinicians or in clinical environments preferred.

Language Skills

Employee must possess the ability to read and follow instruction. Employee must demonstrate excellent oral and written communication. Effectively present information to customers and employees of the organization.

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. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, talk and hear. The employee is occasionally required to stand, walk, climb, balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

The work environment characteristics described here is representative of those an employee would encounter while performing the essential functions of this job. The work will be performed in a standard office environment, utilizing a standard desk and chair, standard office equipment and a personal computer.

Salary and Benefits

Non-Exempt position. Salary will be based on skills, education, and experience. CRHC's full benefits package will apply. Relocation assistance is not available.

Hours

Full-Time: 40 hours/week; 8:00am to 5:00pm Monday through Friday

Application Process

Applications will be reviewed for minimum job requirements and top candidates will be interviewed.

Please email hr@coruralhealth.org with subject line **Program Coordinator**. Your email **must** identify your **salary requirements** and have an attached **cover letter** and **resume** before review consideration is given. In addition, within the email, please identify where you found the listing for this position.

**THE COLORADO RURAL HEALTH CENTER IS AN EQUAL OPPORTUNITY EMPLOYER.
A CRIMINAL BACKGROUND CHECK WILL BE REQUIRED.**

NO PHONE CALLS PLEASE!