

## ST. LOUIS INTEGRATED HEALTH NETWORK POSITION DESCRIPTION

**Position Title:** Program Coordinator, Pipeline to Compassionate Care

**Position Purpose:** Reporting to the Outcomes and Information Manager, the Program Coordinator will manage the development of the Pipeline to Compassionate Care project. Areas of competence include: program development, curriculum/material/presentation development and delivery, grants management, events/trainings coordination, collaboration with academic institutions, community health centers, local physicians/practioners, students and an advisory council, public speaking and group facilitation, and knowledge and experience in anti-oppression framework and working with underserved populations.

**About Pipeline to Compassionate Care grant project:**

The Pipeline to Compassionate Care initiative is designed to supplement current medical student and other health professions curriculum to effectively address care for disadvantaged populations through improving coordination of care, applying a lens of trauma awareness, developing interprofessional collaboration, and understanding the health care safety-net. This initiative addresses a critical need in the St. Louis community, creates an unparalleled learning opportunity for students, and strengthens collaboration between the Integrated Health Network and the local academic institutions to bridge student engaged-learning and improved patient health outcomes across the safety-net.

The aim of this multi-year project is to support sustainable development and integration of the learning experiences at the academic institutions in collaboration with the Integrated Health Network and has three primary goals: (1) further integrate topics on care delivery to the underserved into existing curriculum at each institution, (2) add an interprofessional education component so students from multiple health professions can explore team based care together, and (3) provide longitudinal applied learning opportunities for students of health professions who are interested in working with underserved populations. We believe that a five-year period will allow ample time and resource to build this model into a successful, sustainable pipeline to careers in community-based healthcare.

For additional information about the Pipeline to Compassionate Care initiative, please see the [Executive Summary](#).

**Qualifications and Skills:**

- Excellent communication, persuasive writing, editing and presentation skills.
- Strong project management and organizational skills.
- Excellent coordination and time management skills.
- Deadline-driven.
- Excellent analytical skills; able to quickly grasp and effectively communicate complex concepts.
- Event planning skills.

- Detail-oriented and results-driven.
- Self-starter; takes initiative.
- Demonstrated success working in fast-paced, rapidly changing environment.
- Demonstrated ability to excel in a team-based environment.
- Ability to maintain good working relationships with staff, volunteers, clients, and others.
- Proficiency with basic technology such as Microsoft Suite and Internet browsing software is required.
- Ability to work occasional flex hours, including evenings and weekends.
- Ability to possess a valid State driver's license and to travel.
- Prior experience working with community based organizations, uninsured and Medicaid population is preferred.
- Knowledge of trauma-informed care, motivational interviewing, social determinants of health, and an empathetic manner working with underserved populations preferred.
- Prior experience in classroom instruction, developing materials or leading professional trainings is preferred.
- Background working within an anti-oppression framework, with equity and cultural sensitivity in the forefront of the mind is strongly preferred.
- Master's degree and 3+ years of relevant experience is preferred. Prior experience in social work, safety-net healthcare, medical and interprofessional education, classroom instruction or leading professional trainings is preferred.

**Primary Responsibilities:**

- Manage grant project according to requirements.
- Lead the development of key curriculum material and engage consultants, faculty advisors, and community providers in collaboration.
- Develop and manage project deliverables.
- Manage activities of project to assure that policies and guidelines are observed.
- Ensure effective and timely identification and communication of project progress to all stakeholders.
- Manage inputs and deliverables from all stakeholders to ensure high quality materials are developed and deadlines are met.
- Enhance IHN's ability to capture and communicate project impact.
- Prepare and present presentations.
- Facilitate and lead workshops, lectures, and trainings.
- Prepare and submit reports as required. Maintain good public relations.
- Anticipate needs of the grant and develop recommendations for filling these needs.
- Identify funding sources and mechanisms for continuing and/or expanding the Pipeline to Compassionate Care project beyond the two years of seed funding.
- Participate in cross-departmental initiatives.
- Maintain confidentiality.
- Perform other duties as requested.

**Competencies:**

Incorporates basic competencies into all aspects of the position, including:

- *Service orientation*: has a genuine desire to help others, especially those in need. Derives satisfaction from serving others. Understands people's needs and overcomes obstacles in serving them.
- *Attitude toward change*: adapts to and works effectively with a variety of situations, individuals, groups and systems.
- *Personal effectiveness*: takes initiative to do more than the minimum requirements of the job. Expresses self-confidence in stating opinions and when called upon to make decisions.
- *Interpersonal and team performance*: builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- *Values diversity*: Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- *Quality focus*: minimizes errors and maintains high quality by checking or monitoring data and work in a timely manner, and by developing and maintaining systems for organizing work and information. Actively explores ways to improve quality of output.
- *Problem-solving effectiveness*: uses data and analytical thinking to identify problems and develop solutions.

**Additional Information:**

Position is full-time, 40 hour per week, 2-year grant funded, exempt position. Employee will be eligible for full benefits including medical/dental insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program, and periodic review for incentive pay based on organizational and personal achievement.

**Reporting Relationships:**

The Program Coordinator reports to the Outcomes and Information Manager.

**Work Environment:**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. The employee may be required to travel. Travel is primarily local during the business day, although some out-of-the-area travel may be expected.

**Physical Demands:**

While performing the duties of this job, the employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to stand, walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and distance vision.

**Starting Salary Range:** Contingent on qualifications/experience.

**Application Instructions:**

Please send resume, cover letter, reference list, and salary requirements to:  
St. Louis Integrated Health Network  
ATTN: Program Coordinator Position, Pipeline to Compassionate Care  
[HR@stlouisihn.org](mailto:HR@stlouisihn.org)

**About St. Louis Integrated Health Network:**

**MISSION OF THE INTEGRATED HEALTH NETWORK**

The IHN, through collaboration and partnership, strives for quality, accessible, and affordable healthcare services for all residents of Metropolitan St. Louis, with an emphasis on the medically underserved.

**IHN GUIDING PRINCIPLES**

Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

*Health Equity • Patient-Centered Orientation • Accountability • Outcome-Focused  
Decision Making • Innovation*