

**ST. LOUIS INTEGRATED HEALTH NETWORK  
POSITION DESCRIPTION**

**Position Title: Network Manager (Community Care Hub)- *Part-Time Role through June 2026***

**Position Summary:** Reporting to the Vice President, Policy & Strategic Initiatives, the Network Manager will serve on a contracted basis to support the St. Louis Integrated Health Network (IHN) efforts to develop a Community Care Hub (CCH) for the St. Louis region. The CCH is intended to offer critical community infrastructure that supports community-based organizations in pursuing new sources of revenue via contracts with healthcare entities, including managed care plans and hospital systems.

This position will play a key role in building out IHN's CCH efforts by leading provider network engagement, developing educational and onboarding materials to engage community-based organizations, conducting and compiling research into service opportunities, and supporting broader dissemination and outreach to the community around the CCH efforts. This work is in the early stages and the individual in this role will have the opportunity to build the project from the ground up. As the body of work expands and additional funding is secured, there may be an opportunity for the role to transition to full-time.

**Essential Duties and Responsibilities:**

***Provider Network Engagement***

- *Lead proactive outreach to network providers through 1:1 meetings, site visits, and virtual touchpoints to strengthen relationships and drive engagement.*
  - *Partner with IHN team to deepen organizational presence in the community and ensure consistent, high-quality provider experience.*
  - *Identify provider needs, barriers, and growth opportunities; translate insights into actionable strategies to increase participation and performance.*
  - *Serve as a primary point of contact for network partners, ensuring timely follow-up, issue resolution, and ongoing relationship management.*
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***Educational & Onboarding Materials Development***

- *Lead development of clear, compelling onboarding and educational materials (slide decks, one-pagers, FAQs, toolkits) for current and prospective providers.*
  - *Ensure materials reflect up-to-date program requirements, workflows, and value propositions.*
  - *Continuously refine materials based on provider feedback and evolving strategic priorities.*
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***Research & Service Opportunity Development***

- *Conduct environmental scans and landscape analyses to identify new service opportunities, partnership models, and funding streams.*
  - *Compile and synthesize research findings into concise briefs to inform leadership decision-making and network strategy.*
  - *Support development of new initiatives by assessing feasibility, alignment with mission, and potential impact.*
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***Monthly Newsletter & Communications***

- *Develop and manage a monthly provider- and community-facing newsletter featuring network updates, relevant research, policy changes, and engagement opportunities.*
  - *Curate and summarize articles related to CCHs, aging services, and related topics.*
  - *Highlight key dates, upcoming meetings, funding opportunities, and reminders to drive provider participation.*
  - *Track engagement metrics and continuously improve communication strategy to increase readership and action.*
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### **Expertise in Aging Sector / Services (Preferred)**

- Demonstrated knowledge of aging services and community-based supports.
  - Ability to build credibility quickly with aging network stakeholders and translate sector knowledge into actionable network strategy.
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### **Other**

- Attend and actively participate at required meetings.
- Participate in networking and coalition meetings that address the assigned program area.
- Attend conferences as directed and/or assigned.
- Other duties as assigned.

### **Qualifications:**

#### *Industry:*

- Knowledge of Medicaid, managed care programs and social service agencies preferred.
- Prior experience working with community-based organizations is preferred, with preference given to individuals with experience working with aging services providers.
- Background in customer service, training / education, and marketing / communications are all valued skills in this role.

#### *Technical:*

- Basic administrative skills, detail oriented, and organized.
- Proficiency with technology such as Microsoft Word, Microsoft Excel, Microsoft Office365, Virtual Meeting technologies, and Internet browsing software is required.
- Ability to prioritize work, use initiative and operate under tight deadlines.
- Must have reliable, personal vehicle with valid driver's license, state required automobile insurance and clean driving record.
- Bachelor's degree in social work, social science, public health, counseling, human services, management, health care administration, criminal justice, or a similar degree, or 3-5 years of relevant experience. Master's degree preferred.
- Ability to keep information confidential.

### **Competencies:**

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

- Organizational Commitment: Aligns behavior with the needs, priorities and values of the organization.
- Service Orientation: Has a genuine desire to help others, especially those in need; Derives satisfaction from serving others while remaining attentive to one's own wellness; Understands people's needs and overcomes obstacles in serving them.
- Learning Orientation: Values and seeks opportunities to learn; collects and uses information relevant to work-based problems.
- 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.
- Achievement Motivation: Sets challenging objectives and works to continually improve personal performance.
- Interpersonal and Team Performance: Builds and maintains positive relationships with people on the job; Listens effectively to understand others.
- Values Diversity and Equity: 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.
- Task Accomplishment: Acts resourcefully to ensure that work is accomplished within specified time and quality parameters; Can focus effectively on more than one task or project at a time.
- Proven Track Record and Requisite Skillset: Has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN; the skills and expertise required include: an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.
- Leadership: Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

### **Salary, Benefits, and Duration**

The Network Manager is a contracted role, estimated at 20-25 hours per week. The role will be compensated with biweekly payment of between \$1,800 and \$1,920. This rate reflects half-time compensation based on a full-time salary of \$70,000-75,000. As a contracted position, this role is not eligible for benefits through IHN.

The position is time-limited for now, with funding available through the end of June 2026, though we are currently exploring funding opportunities to extend the role.

### **Hours**

Given the part-time nature of this role, the hours will be determined with hiring manager, with a preference for ability to perform work during normal business hours (Monday-Friday, 9-5).

### **Work Environment and Physical Demands**

Work is performed both indoors in an office setting and in community. Local travel will be required. The position requires frequent computer use and the ability to sit, stand, walk, and occasionally lift up to 15 pounds.

### **Application Instructions**

Please send an email indicating interest, along with your resume, reference list, and salary requirements to:

**Email:** HR@stlouisihn.org

**Subject:** Network Manager (CCH)

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

#### **MISSION OF THE INTEGRATED HEALTH NETWORK**

Through partnership and collaboration, the St. Louis Integrated Health Network is a healthcare intermediary building capacity across sectors to advance health equity and improve wellbeing by increasing access to health and social services, with an emphasis on communities that have been historically excluded.

#### **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