

ST. LOUIS INTEGRATED HEALTH NETWORK POSITION DESCRIPTION

Position Title: Assistant Director of Community Care Hub Operations

Position Purpose: Reporting to the Vice President, Policy & Strategic Initiatives (and Community Care Hub lead), the Assistant Director of Community Care Hub Operations will operate in a key supportive role for IHN's new Community Care Hub (CCH) initiative. The project is focused on building out administrative capabilities at IHN that enable successful contracting between healthcare entities and local community-based organizations, with the facilitation of IHN's CCH work. This specific role will be focused on ensuring key operational supports for the work are in place, including leading on engagement with the St. Louis Community Information Exchange (CIE) and other relevant data systems and supporting build-out of data flows and other related workflows that will position the initiative for success when entering into contracts.

The Assistant Director will lead IHN's work to establish operational workflows that enable the success of CCH-facilitated contracts. This will include a primary focus in supporting the success of the CIE, including identification of modifications, linkages, and governance considerations necessary to optimize the use of the CIE as the system of record for referrals occurring as a result of CCH-facilitated contracts. This also includes initial build-out of other related workflows that will enable successful execution on contracts, including supporting internal IHN data tracking, development of invoices, collection of outcomes data (when possible), and support to build towards value-based contracts. This position will also play a supportive role on other aspects of the CCH initiative, including engaging with relevant stakeholders (especially community-based organizations (CBOs), the United Way of Greater St. Louis, and healthcare entities), supporting positioning of the initiative to encourage participation in the effort by both healthcare and CBOs, internal alignment with other existing IHN programs (e.g., how to link ongoing community health worker efforts with CCH efforts), and other opportunities as they present themselves.

About the Community Care Hub initiative: IHN is building out a Community Care Hub (CCH) — a centralized infrastructure that connects CBOs providing social care services with healthcare payers and providers through formal, sustainable contracting relationships. This work spans the full continuum of CCH development: designing roles and operational functions for the hub, building CBO readiness through structured training (including a "Healthcare Contracting" curriculum), and engaging directly with healthcare entities (both payers and providers) to establish contracts for evidence-based services like chronic disease self-management, falls prevention, and meal delivery. IHN leads this effort in close collaboration with local and regional partners to build sustainable healthcare contracting infrastructure for CBOs in St. Louis and, increasingly, across Missouri, with a goal of positioning the CCH for healthcare contracts in the coming years.

Required Qualifications:

- Two (2) years of experience working in either healthcare or social services.
- Excellent organization, follow through, and ability to juggle multiple priorities in fast-paced environment with multiple collaborators.
- Strong analytical, interpersonal, communication and organization skills.
- Demonstrated ability to work independently with minimal supervision while managing competing priorities.
- Proficiency with basic technology such as Microsoft 365/OneDrive, Microsoft Word, Microsoft Excel, and Internet browsing software is required.
- Strong organizational and administrative skills with attention to detail.
- Must have reliable personal transportation with insurance and a valid driver's license.

Desired Qualifications:

- Prior experience working in data management and data systems commonly found in healthcare and/or social services (e.g., EMRs, social health access referral platforms (e.g., Unite Us), Aging IS, or others).
- Experience conducting landscape assessments and developing strategic plans based on assessment findings.
- Experience in other operational settings- payment workflows, data collection and sharing, or other related areas.

Primary Responsibilities:

- Build out internal operational workflows that support successful execution of CCH contracts, including data tracking systems, invoice development, and processes for collecting outcomes data where available.
- Lead IHN's engagement with the St. Louis Community Information Exchange (CIE), serving as the primary point of contact for optimizing its use as the system of record for referrals generated through CCH-facilitated contracts.
- Identify and help implement modifications, system linkages, and governance considerations needed to strengthen the CIE's functionality for CCH-related referral tracking.
- Support IHN's progression toward value-based contracting by helping design the data infrastructure and reporting processes needed to demonstrate outcomes to healthcare partners.
- Engage regularly with key stakeholders — including community-based organizations (CBOs), the United Way of Greater St. Louis, and healthcare payers/providers — to support the operational success of the CCH initiative.
- Support efforts to position the CCH initiative in ways that encourage participation from both healthcare entities and CBOs.
- Collaborate with internal IHN teams to align CCH work with existing programs, such as identifying opportunities to connect ongoing community health worker efforts with CCH activities.
- Contribute to the design of CBO readiness supports, including materials related to the Healthcare Contracting curriculum and market-specific readiness scorecards, as needed.
- Track and report on operational progress of the CIE integration and related data workflows to the VP, Policy & Strategic Initiatives.

- Represent IHN professionally at meetings with community, healthcare, and partner stakeholders related to the CCH initiative.
- Maintain confidentiality and appropriately handle any protected health information (PHI) encountered in the course of data and referral work.
- Perform other duties as assigned in support of the CCH initiative's growth and operational maturity.

Competencies:

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

- *Organizational commitment:* aligns own behavior with the needs and priorities of the organization.
- *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.
- *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.
- *Respect for differences:* recognizes and appreciates differences in style, approach and background.
- *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 skill set:* has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN.
- *Leadership:* Exudes confidence in serving as a champion in the formation and implementation of the IHN's objectives.

Reporting Relationships:

The Assistant Director of Community Care Hub Operations reports directly to the Vice President of Policy and Strategic Initiatives.

Additional Information:

Position is full-time, 40 hours per week, non-exempt position. Employees will be eligible for full benefits including health, retirement and vacation benefits. Position is grant-funded for one year, with the goal of obtaining additional funding to continue the role in future years.

Work Environment:

Some travel may occur. Travel is primarily local during the business day, although some out-of-the-area travel may be expected. The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to 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: \$62,000 - \$72,000 contingent on qualifications and experience.

Application Instructions:

Please send resume and reference list to:

HR@stlouisihn.org

Subject: Assistant Director of Community Care Hub Operations

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