

# TRI-COUNTY HEALTH NETWORK



**Position: Community Programs Manager**

**Department: Community Programs**

**Reports To: Co-Executive Director, Community Programs**

**Status: Full-Time, Exempt**

## **Job Summary**

The Community Programs Manager provides leadership, oversight, and operational support to Community Programs Navigator Leads and frontline staff delivering enrollment, outreach, and resource navigation services. This role ensures high-quality, consistent service delivery across programs including SNAP outreach, Energy Outreach Colorado (EOC), Connect for Health Colorado (C4), Division of Insurance education, and other community-based initiatives.

The Manager supports staff through coaching, workflow development, documentation oversight, reporting, and partner coordination. This role also leads outreach strategy, supports compliance with state and funder requirements, and collaborates with internal teams to ensure programs are accessible, effective, and aligned with organizational goals.

## **Core Responsibilities**

### **Staff Leadership & Support**

- Supervise and support Community Programs Navigator Leads.
- Provide coaching, guidance, and problem-solving support to Leads and frontline staff.
- Clarify roles, expectations, and workflows across Community Programs.
- Support staff capacity planning, coverage, and workload balance.
- Participate in hiring, onboarding, and training of Community Programs staff.

### **Program Oversight & Quality Assurance**

- Oversee day-to-day operations of Community Programs, ensuring consistency across sites and programs.
- Support development, implementation, and refinement of workflows and standard operating procedures.
- Monitor documentation quality, timeliness, and compliance across programs.
- Partner with Quality Improvement staff to address trends, gaps, or risks.

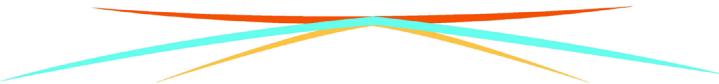
### **Outreach & Enrollment Strategy**

- Lead and coordinate outreach strategies for:
  - SNAP
  - Energy Outreach Colorado (EOC)
  - Connect for Health Colorado (C4)
  - Division of Insurance education and outreach
- Support staff participation in outreach events and community education efforts.
- Build and maintain strong relationships with community partners, agencies, and coalitions.
- Ensure outreach activities align with funder requirements and community needs.

### **Reporting & Data Oversight**

- Support data tracking, reporting, and deliverables for grants and contracts.

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- Review reports for accuracy, completeness, and timeliness.
- Assist with gathering client success stories and qualitative outcomes.
- Collaborate with internal teams on reporting deadlines and performance measures.

## Communication & Collaboration

- Serve as a liaison between Community Programs staff and organizational leadership.
- Communicate program updates, expectations, and changes clearly and consistently.
- Collaborate with Marketing, IT, Finance, and Care Coordination leadership as needed.
- Participate in internal leadership and program meetings.

## Compliance & Continuous Improvement

- Ensure compliance with state, federal, and funder requirements.
- Support staff in maintaining certifications and required trainings.
- Identify opportunities for process improvement and operational efficiencies.
- Respond to program challenges with a solutions-oriented approach.

## Required Education & Experience

- Minimum of 3–5 years' experience in program management, care coordination, enrollment services, or community-based programs.
- Prior experience supervising or leading staff in a human services or healthcare setting.
- Experience working with public benefits, health insurance enrollment, or community outreach programs.
- Strong understanding of documentation, compliance, and reporting requirements.

## Required Skills & Competencies

- Strong leadership, coaching, and staff support skills.
- Excellent written and verbal communication skills.
- Ability to manage multiple programs, deadlines, and priorities.
- Experience developing and maintaining workflows and procedures.
- Data-informed decision-making and attention to detail.
- Comfort working across teams and departments.
- Proficiency in Microsoft Office and database systems.
- Strong organizational, time management, and problem-solving skills.
- Commitment to equity, accessibility, and community-centered services.

## Preferred Qualifications

- Bachelor's degree or equivalent combination of education and experience.
- Experience with SNAP, EOC, Connect for Health Colorado, or Division of Insurance programs.
- Experience working in rural or frontier communities.
- Bilingual (Spanish/English) preferred.
- Experience with grant-funded programs and reporting.
- Training in trauma-informed practices or motivational interviewing.

## Essential Skills:

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- Ability to quickly establish trust, gain rapport, and work effectively
- Advanced time management abilities
- Strong work ethic and collaborative style
- Internally motivated with an initiative to improve processes
- Change agent demeanor; must be a flexible thinker, with an ability to adapt to a changing environment
- Ability to exercise forethought, to look ahead and anticipate needs
- Excellent critical thinking and consultative problem-solving skills
- Ability to multitask and handle stressful situations while continuing to meet deadlines
- Strong communication and diplomacy skills, including written, oral, and presentation skills
- Proficient in computer skills to include Microsoft Office and Adobe applications

## **Other:**

Requires local, regional, and national travel. Must have reliable transportation to travel as needed and be comfortable traveling in inclement weather. Valid driver's license and car insurance required. Ability to work a flexible schedule, including evenings and weekends, as applicable.

## **Location:**

Montrose and Delta Counties – Home base Delta or Montrose

## **Compensation And Benefits:**

Salary based on experience \$60,000 - \$65,000

## **Benefits Package:**

- 104 hours of vacation, 12 paid holidays, and up to 48 hours of sick leave annually.
- 100% employer-paid medical and dental insurance after 90 days.
- 3.5% 401k contribution match
- Flexible Spending Account after 90 days, Employee Referral Program, Mental Health Wellness Program, and Professional Development Opportunities.

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-ED Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Amy Rowan, Co-Executive Director, Community Programs