

NATIONAL HEALTH CARE
FOR THE HOMELESS COUNCIL
JOB DESCRIPTION

Job Title: Behavioral Health Project Manager

FLSA Status: Non-Exempt

Reports To: Director of Clinical Care and Quality Improvement

Location: Nashville, TN or Remote

Salary Range: \$75,000-85,000

Organizational Description:

The National Health Care for the Homeless Council is the premier national organization working at the nexus of homelessness and health care. Since 1986, the Council has brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates. The Council's 300+ Organizational Members include Health Care for the Homeless programs, respite programs, housing, and social service organizations across the country.

Grounded in human rights and social justice, the National Health Care for the Homeless Council mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness.

Job Summary:

The Behavioral Health Project Manager job responsibilities involve completing pre-defined and emerging projects in the areas of technical assistance, education, training, project management, and research, as assigned. The completion of these tasks will involve regular communication with the broader HCH community to gather resources needed to complete tasks. The Behavioral Health Project Manager works in concert with all teams of the Council including Implementation Research, Policy, Community Engagement, and Medical Respite. Duties may vary depending on team assignment; therefore, a certain degree of flexibility is required.

Job Responsibilities:**Project Management (90%):**

- I. Assist in development and facilitation of training and technical assistance (TA) related to behavioral health care.
 - a. Deliver training and TA, as needed.
 - b. Design and develop tools and resources needed to better carry out behavioral health TA.
 - c. Develop relationships with subject matter experts to assist with medical respite TA.
 - d. Assist in the development of content for training events including webinars and online courses.
 - e. Draft, write, and/or review written materials and reports on behavioral health and medical respite, as needed.

- II. Plan projects to meet the National HCH Council's organizational objectives and goals.
 - a. Define the scope of the project in collaboration with staff colleagues, committees, work groups, and outside organizations.
 - b. Create a detailed work plan, which identifies and sequences the activities needed to successfully complete the project.
 - c. Develop a schedule to monitor progress of projects to ensure tasks are on schedule and will be completed by the deadline.
 - d. Review the project schedule with assigned director and all other staff that will be affected by the project activities; revise the schedule as required.
 - e. In collaboration with the Director of Clinical Care and Quality Improvement, identify goals for projects in order to measure and evaluate the success of each project.

- III. Staff, implement, and evaluate the projects.
 - a. Consult or contract with qualified experts to work on the project as appropriate.
 - b. Facilitate committees or work groups to accomplish tasks.
 - c. Execute the project according to the project plan.
 - d. Monitor the progress of the project and adjust as necessary to ensure the successful completion of the project.
 - e. Establish a communication schedule to update committee or work group members, and staff on the progress of the project. Ensure the project deliverables are on time, and at the required level of quality.
 - f. Act as a liaison between committees and Council staff.
 - g. As needed, write reports on the project for dissemination inside and outside the Council.
 - h. Evaluate the project based on outcomes established during the planning phase of the project.

- IV. Serve as a subject-matter expert in developing, implementing, and executing programs within the Cooperative Agreement and designed to address issues regarding homelessness.

- a. Provide technical assistance and training to staff and the HCH community in areas of responsibility.
- b. Make formal presentations relating to program matters at virtual trainings and National Conferences.
- c. Develop teaching material as needed to be used in carrying out trainings and TA in area of expertise.

V. With the assistance of immediate supervisor, determine training activities or content areas requiring additional activities or resources.

- a. Maintain advanced knowledge in areas of responsibility.
- b. Identify needed resources to advance practice and program development for the target population.
- c. Carry out a thorough due diligence process on any prospective activity.
- d. Provide project consultation and support in the areas of research, community engagement, and policy in order to inform work plans.

VI. Other Duties as Assigned

- a. Participate in staff planning and development of activities, including all-staff meetings, organizational retreats, and other meetings as necessary.
- b. Performs other duties as assigned.

Education and Experience:

- Required, behavioral health expertise (e.g. RN, MSW/LCSW, LPC, LADC/CADC, or minimum 5 years' experience working in the behavioral health field).
- Experience in providing direct services required.
- Expertise in program development preferred.
- Familiarity with issues of homelessness preferred.
- Supervisory experience a plus.

Skills:

- Knowledge of the federal Health Center Program
- Strong project management abilities.
- Demonstrated ability to communicate effectively in writing and in public speaking.
- Strong interpersonal and social skills.
- Ability to interact and communicate effectively with people from different backgrounds.
- Strong organizational skills, be able to develop a work plan, monitor progress towards goals, and track details, information and activities.
- Possesses special technical knowledge within a given work area of the Council, or of tasks assigned.
- Self-motivated and able to work with minimal supervision.
- Ability to operate a variety of office equipment, including photocopier, fax and personal computer, camera, video equipment.

- Creativity and innovation to develop new and unique ways to improve operations of the organization and make decisions that enhance organizational effectiveness.
- Displays enthusiasm for tasks assigned, and is able to actively engage others in the work.
- Foster teamwork, work collaboratively and effectively with others to set goals.
- Ability to make decisions and assess situations to determine the importance, urgency, and make clear decisions which are timely and in the best interest of the Council.
- Ability to convey a strong presence, professional image, and deal confidently with complex technical and workflow situations.
- Familiar with IBM or MAC systems.
- Proficient with online resource management software, e.g. Adobe Connect.
- Proficient with Microsoft Office software

Personal Characteristics:

- Able to support of stated mission and values of the organization
- Able to interact productively with people from diverse backgrounds
- Demonstrated leadership abilities.
- Availability for national travel.

Additional Information:

Salary range: \$75,000-85,000

Benefits: Comprehensive benefits package

How to apply: Please submit a resume and cover letter to Courtney Pladsen, Director of Clinical & Quality Improvement at cpladsen@nhchc.org. Applications without cover letters will not be considered.

No phone calls, please.

Equal Opportunity Employer: The National Health Care for the Homeless Council is an Equal Opportunity Employer and does not discriminate on the basis of race, sex, religion, sexual orientation, gender identity, or country of origin. The Council is committed to focusing on equity in all of our work, including ensuring our staff is inclusive and representative of the people we serve. People of marginalized identities and/or lived experience of homelessness are especially encouraged to apply.