

Program Director, Access to Health and Food Benefits

Public Health Solutions is seeking a director for its Access to Health and Food Benefits Program. Initially, the Program Director will implement a new health insurance enrollment program aimed at older, disabled or blind New Yorkers. This new, \$13 million, New York State-funded opportunity is a high-profile job requiring a detail-oriented, operationally savvy, and policy-minded individual with excellent management skills to quickly roll out a complex new program. The Director's role will eventually expand program-wide once the new project is firmly in place.

Background: Public Health Solutions' Access to Health and Food Benefits (AHFB) program helps New York City residents obtain free or low-cost health insurance coverage by providing one-on-one assistance with the application and the renewal process. Over the past fourteen years, AHFB has helped over 100,000 New Yorkers obtain and maintain their health insurance coverage. Since 2013, AHFB is now a Certified Navigator Agency, helping New Yorkers enroll in coverage through the *New York State of Health – the Official Health Plan Marketplace*. AHFB's team of Navigators/ Facilitated Enrollers (FEs) actively engages New York City residents, provides comprehensive information about public and private health insurance options and related benefits, and assists those who are eligible to apply for and renew their insurance coverage.

The program has recently been funded by the New York State Department of Health (NYSDOH) to expand services to the aged, blind, and disabled population throughout New York City's five boroughs. In addition to growing its FE team, PHS will provide training, oversight, and technical assistance to a network of subcontractors and other local partners that provide services for and advocate on behalf of the ABAD population. Services will continue to be based at well-established and trusted community-based partner sites and will expand to new sites that serve the aged, blind, and disabled population.

AHFB is hiring a Program Director to oversee program operations. Specifically, the Director, will be responsible for:

- Managing AHFB program expansion to the aged, blind, and disabled population and integrating new program functions and goals into the unit's overall operations
- Hiring, training, supervising and providing leadership to program staff, including program managers, quality assurance and training team, and Facilitated Enrollers
- Developing and effectively directing program activities to ensure timely completion of deliverables
- Overseeing the quality and productivity of all Navigator/FE services and outreach functions
- Developing community outreach plan and materials
- Designing, implementing, and managing training and technical assistance for subcontractors and staff
- Monitoring and ensuring subcontractor and staff quality and productivity
- Managing budget including all direct expenditures and subcontractor budgets
- Maintaining relationships with key stakeholders and establishing new partnerships, including with subcontractors and community-based partners
- Interfacing with NYSDOH on program operations, contract management, and reporting requirements
- Serving as resource advisor to program staff and supporting their work by managing resources, training and professional development opportunities, time, and information dissemination

- Conducting yearly performance assessments of program staff, goal setting, and supporting professional development on an ongoing basis

Qualifications:

- Master's Degree in Public Health, Public Administration or related field
- A minimum of 3 years program management and oversight experience, including staff management
- Must be familiar with Medicaid – Medicare eligibility rules and compliance regulations
- Excellent oral and written communication skills, along with knowledge of database and word processing systems
- Excellent analytical, interpersonal, organizational skills
- Must be a creative problem solver and have sound leadership skills
- Be forward-thinking and dynamic
- The ability to effectively work independently as well as in a team environment

For more information about working at Public Health Solutions and to apply for this position, visit our website at www.healthsolutions.org. We accept online applications only.

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