



## **Job Description**

- Title:** Director, Communications and Project Management
- Division:** Administrative/Operations
- Reports to:** SVP Managed Care and Network Management
- Purpose:** The Director is responsible for internal and external communication strategy as well as key enterprise project management. He/She/They identifies, secures, and coordinates implementation of internal and external resources and expertise as appropriate to achieve project objectives.

### **Education Requirements:**

- Master's Degree program (Public Health, Public Administration or Business Administration) preferred and one year relevant experience OR
- Bachelor's Degree program (in discipline related to fields in administration, health and/or human services) plus three years relevant experience.

### **Experience Requirements:**

- Superior solution-focused communication and writing skills.
- Computer proficiency, with experience in Microsoft Office and have data entry and management skills.
- Demonstrated ability to manage multiple projects, organize and prioritize as necessary.
- Well-developed problem-solving skills.
- Ability to work with diverse stakeholders: network providers, government agencies, vendors, general public.



## **Essential Duties and Responsibilities**

### **Communications**

- Ensure consistent CBC branding and messaging.
- Support communication strategy directly and through staff supervision. This includes the website, network e-newsletter, news, and social media,
- Ensure that website is redesigned, and consistently updated with information, outcomes, and news.
- Develop and build relationships with a variety of information outlets and pursue opportunities for publication.

### **Project Management**

- Serves as key stakeholder and liaison with executives, department heads, board members, network members, and external partners on projects.
- Incorporate quality improvement principles and practices into process and outcomes.
- Collaborates with lead grant writer on RFP selection and planning, surveying network services and programs, identifying and aligning relevant stakeholders, authoring, and submitting RFP, while tracking progress throughout.
- Partners with SVPs, to stand-up project post-award, assembling staff, managing technology and logistical implementation, troubleshooting with subcontractors, establishing data workflows, and authoring reports for funders and internal and public-facing program materials.
- Develop status reports (inclusive of proposals, budget changes, etc.) and other documentation detailing best practices and tools for effective project execution and management.
- Keep relevant parties accountable for project success criteria and disseminate them to involved parties throughout each project's lifecycle.
- Supervise project team to assist with projects pertaining to internal administrative operations and external communications tools.
- Oversees the daily workflow related to said projects and their development and ensure timely response meeting all deadlines
- Maintains compliance with applicable laws, regulations, policies, and best practices.
- Performs other related duties as assigned.



**This position requires some travel throughout the five boroughs of New York City.**

**Qualifications:**

- Knowledge of behavioral and physical health conditions, and pertinent mental health legislation and regulations, especially NYS Health Homes, and managed care contracting.
- Knowledge of Microsoft office applications, including but not limited to Excel, and DocuSign.
- Ability to manage multiple projects and ask for help when needed.
- Ability to lead and participate on a team to accomplish tasks.
- Serves as a role model to staff and stakeholders.
- College-level problem solving ability.
- Ability to work with all stakeholders: members, network, families, and government staff in a caring and respectful manner, and with due understanding of and communication skills for racial, cultural, gender, and other areas of diversity.
- Ability to communicate effectively with stakeholders.
- Strong customer service skills and the ability to analyze data to resolve provider an insurance service issues.
- Competency in written, interpersonal, verbal, and computational skills to present and document records in accordance with program standards.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**Additional Details:**

- **Salary Scale: 80,000 – 90,000**
- **How to Apply: please submit cover letter and resume to [hr@cbcure.org](mailto:hr@cbcure.org)**

Due to the volume of candidates we receive, unfortunately, we are unable to respond to every applicant. Only applicants scheduled for an interview will be contacted.