

Position Announcement

Data and Technology Project Manager

Location: New York, NY

The mission of the Community Health Care Association of New York State (CHCANYS) is to ensure that all New Yorkers, including those who are medically underserved, have continuous access to high quality community-based health care services including a primary care home. To do this, CHCANYS serves as the voice of community health centers as leading providers of primary health care in New York State. CHCANYS is a dynamic, team-oriented, 501(c)(3) non-profit organization that advocates on behalf of and provides technical assistance to federally qualified health centers (FQHCs) throughout New York State.

POSITION SUMMARY:

The Data and Technology Project Manager is a key member of the Data and Technology department at CHCANYS. The Data and Technology team works to provide leadership and guidance for data and technology strategy across the Primary Care Association, The New York State Health Center Controlled Network and the internal workings of CHCANYS. The team also supports all aspects of the Center for Primary Care Informatics (CPCI), a statewide data reporting and analytics solution that facilitates clinical practice transformation and quality improvement.

The Data and Technology Project Manager is a critical resource and expert in the use of technology in a clinical setting. The Project Manager will take a lead role in building and administering the Center for Primary Care Informatics (CPCI) program at CHCANYS, driving end user adoption, spearheading enhancements, and ensuring overall customer satisfaction with the analytics platform and associated supporting services. In addition, the Project Manager will work with the VP of Data and Technology to develop and implement a cohesive technology and vendor strategy across the CHCANYS ecosystem.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Oversee the operations of the CHCANYS' CPCI Program, including management of the DRVS platform and associated services
 - a. Build relationships with health center leaders, analytics champions and other stakeholders to understand their evolving needs, facilitate adoption, and otherwise ensure a high level of customer satisfaction with CPCI
 - b. Build and oversee a robust program of training and support for health centers and CHCANYS staff. Work with Azara, health centers and CHCANYS staff to ensure that data quality and other concerns from end users and staff are resolved in a timely manner
 - c. Lead the definition and prioritization of enhancements to CPCI. Coordinate with the vendor on implementation, communications, and change management
 - d. Responsible for all business and operations relating to administering the CPCI platform for CHCANYS, including contracting, pricing, budgeting, subscriptions, and vendor oversight, with guidance from leadership and support from the Finance team, Executive Office, and other staff. Manage the CHCANYS relationship with the platform vendor. Track and monitor new implementations.
 - e. In partnership with other CHCANYS staff, participate in recruiting new health centers to the CPCI (e.g., delivering demos, developing marketing materials). Provide analytical and other support to leadership for strategic planning, partnership development, and fund development activities relating to CPCI.
- Work to ensure that clinics optimize the place of HIT in their workflow
 - Engage with members to understand technology usage and needs including tools for managing data, solutions to support practice transformation, care models focused on population health and value-based contracting

- Evaluate new and emerging technologies for fit in organizations across the ecosystem
- Support technology vendor relationships including product understanding, product screening and pricing model development for CHCANYS members
- Assist in getting health centers ready for developing workflows to leverage HIE data for Improved Care Coordination
- Provide subject matter expertise, support, and training/technical assistance to health centers and CHCANYS staff around CPCI functionality, administration and data quality/validation in coordination with QTI
 - a. Mentor new staff and provide guidance for monitoring and supporting the timeliness, effectiveness and level of customer satisfaction with CPCI technical support and data quality
 - b. Co-develop and deliver CPCI training, demonstrations, webinars and other resources for health centers and CHCANYS staff, in close coordination with the vendor as needed
 - c. Act as primary point of contact and expert resource for CPCI questions, tools and resources. Take a lead role in planning and coordinating the CPCI User Group and HCCN Health IT Committee.
- Apply knowledge and expertise and develop professional relationships relevant to Health IT, public health and clinical practice transformation:
 - a. Serve as a CHCANYS' representative for Data and Technology externally (meetings, advisory committees, conferences, demos, etc.) and internally (CHCANYS committees)
 - b. Contribute to the development of expert knowledge on emerging Health IT topics relevant to FQHC's
 - c. Support the planning, coordination, and execution of activities and meetings related to Data and Technology and other related events (such as CHCANYS' Annual Conference).
- Serve as an integral part of the Data and Technology team's effort to optimize the internal to CHCANYS use of technology including developing subject matter expertise on Salesforce.
- Conduct other duties as assigned to fulfill CHCANYS's mission

MINIMUM REQUIREMENTS:

- Bachelor's degree in health sciences, informatics or related field
- Minimum five (5) years of relevant experience in health technology, data analytics and/or clinical operations
- Knowledge of and interest in community health and primary care practice environments. Clinical experience preferred
- Experience with at least one electronic health record (EHR) preferred. General understanding of PCMH, ICD-10, coding, and/or data quality/data validation a plus
- Experience with Salesforce preferred
- Solid relationship building and interpersonal skills, including: strong communication, presentation and training/meeting facilitation skills; excellent writing, research, analytical skills; ability to motivate and drive change; Ability to support health centers and manage partner relationships remotely
- High degree of professional maturity, commitment to excellence, independence, flexibility, initiative and time management skills. Comfortable with ambiguity and able to innovate in the face of uncertainty. Ability to work collaboratively with diverse and varied individuals, teams and populations. Intellectually curious, and a creative problem solver. Open to learning new areas. Demonstrated cultural competence
- Strong proficiency with Microsoft Excel. Proficiency in Microsoft Word and PowerPoint
- Must be able to travel approximately 20% of the time throughout NYS and within the 5 boroughs of NYC; valid driver's license required

To Apply:

Please send a cover letter of interest with salary expectations, resume and two writing samples with "Data and Technology Project Manager" in the subject line to jobs@chcanys.org. Applications will be considered on a rolling basis.

*CHCANYS offers a competitive salary and comprehensive benefits program.
CHCANYS is an equal opportunity employer.*