



Purpose and Scope of Job: Responsible for the program development, systems development and outcomes analysis Clinical programs.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

1. Responsible for the planning, development, and implementation of new clinical programs. Serves as liaison for related activities and the overall integration of programs and products with clients/partners.
2. Establishes targets and processes to monitor programmatic growth, quality and effective operations within the designated programs.
3. In collaboration with Information Technology, responsible for systems development to support new programs as well as upgrades to support existing programs in the department.
4. Responsible for the development of reporting templates and criteria to drive towards quality metrics
5. Works collaboratively with leadership with a focus on operational excellence.
6. Able to apply critical thinking skills in program development and operations.
7. Ability to work as a team member and lead and execute an effort to a desired outcome.
8. Able to make independent decisions and assume responsibility for same.
9. Outstanding negotiation and verbal/written communication skills. Must be able to work effectively with diverse group of people.
10. Must be a creative problem solver and value diverse opinions and approaches, incorporating them into the decision-making process.
11. Focus on uncompromising excellence and a strong commitment to customer service.

Complexity: Ability to synthesize information, plan, develop and evaluate processes.

Supervisory Responsibilities: None

Education and/or Experience: A bachelors degree in Nursing, five or more years of experience, generally in a hospital or physician practice setting. Extensive experience in organizational, planning, operational, project management and analytical skills. Must have broad knowledge of care management practices and current developments in health care delivery systems. Proficient in financial aspects of program development and analysis.

Language Skills: Advanced oral and written skills, strong negotiation, presentation skills and computer literacy required.

Mathematical Proficiency: Strong analytical (including statistical analysis) and math skills required.

Physical Demands: While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The physical demands described are representative of those that must be met by an employee to

successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment: The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If full-time, the employee works within the CVHN office facility generally between the hours of 8 AM and 5 PM, but may occasionally work outside of regular office hours. If part-time, the employee works the schedule agreed to with the employee's supervisor.

CVHN offers a full benefit package with excellent paid time off and a competitive salary range. Please submit your resume and cover letter with salary requirements for consideration to cdancy@cvhn.com or by way of fax at 804-665-2400. EOE/AAP employer.