

JOB ANNOUNCEMENT: IMPACT Assistant Director

About the position: If you want to lead expansion and continued quality of a transformational healthcare program to improve health disparities in the Philadelphia region, this is the job for you! We have developed IMPACT, a nationally-recognized, evidenced-based Community Health Worker (CHW) model that has served more than 15,000 people in Philadelphia. We are looking to hire a committed, collaborative individual to provide leadership and management for growth, support quality improvement to ensure we continue to provide the best care, and help shape population health programs within Philadelphia and Penn Medicine. This is a key leadership role in a fast-growing organization.

About the organization: Penn Center for Community Health Workers (chw.upenn.edu) is a national center of excellence focused on achieving health equity through effective, sustainable community health worker (CHW) programs. CHWs share life experience with the people they support and provide community-based social care, advocacy and navigation to those made disadvantaged due to race and socioeconomic position. In addition to our work in Philadelphia, we work with organizations across the country to help them launch and scale effective CHW programs and advise policymakers to shape local, state, and federal policies that impact the communities we serve and the CHW workforce. We are part of the University of Pennsylvania Health System, which provides competitive salaries and exceptional benefits, including an annual tuition benefit.

Key Duties and Responsibilities:

Organization leadership

- Oversee programmatic outcomes for patient care across our CHW programs and 30 CHWs to ensure quality goals and top CHW performance
- Represent the Center in major health system initiatives related to population health and social determinants of health
- Cultivate and evaluate opportunities for expansion in Philadelphia and Penn Medicine

CHW leadership

- Supervise a Program Manager who leads a team of CHWs
- Supervise and coach 3 CHWs to provide excellent care
- Analyze data on a regular basis and identify opportunities for improvement
- Develop and implement performance improvement strategies and plans

Minimum Requirements:

Required Education and Experience:

- A Bachelor's Degree is required; a Master's is preferred.
- 8+ years of experience in a management role with a track record of hiring and retaining superstars, and achieving program goals, including 5+ years of leadership experience in organizations focused on improving the lives of individuals made disadvantaged due to race and socioeconomic position
- Self-starter who can make strong connections within and outside of the Center while working in a hybrid in-person/remote office arrangement
- Comfort and enjoyment working with data to understand trends, troubleshoot, and innovate

To Apply:

Send cover letter and resume to PCCHWHiring@penncare.upenn.edu with subject line "IMPACT ADO." Please label attachments as follows:

LastnameFirstname_ADOcoverletter"

LastnameFirstname_ADOresume"