

Job Title: Training and Support Specialist - Practice Integration
Classification: Exempt
Reports to: Director of Programs
Supervises: N/A

To apply, email cover letter explaining how you meet the minimum qualifications along with a resume and OKPCA application to Lisa Pendarvis at lpendarvis@okpca.org. Posted until filled.

The Oklahoma Primary Care Association is a 501c3 membership association of community health centers serving community, homeless, and migrant populations. OKPCA is a dynamic, team-oriented non-profit association, and provides support and technical assistance to federally qualified health centers (FQHC's) and other safety net primary care providers across Oklahoma.

SUMMARY

The Training and Support Specialist will facilitate educational and professional development opportunities for clinical, allied health, and administrative staff at community health centers throughout Oklahoma.

This position will provide technical support on topics related to clinical quality improvement, practice models, and evidence-based interventions. The role requires skills in practice facilitation and data analysis to identify notable issues and strategies for resolution. The person will lead process and practice changes that will ultimately help community health centers improve the patient experience of care, improve the health of the population, reduce costs by maximizing efficiencies, and improve care team satisfaction.

The position will report directly to the Director of Programs. This position will be based in Oklahoma City.

DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following.

- Assist in recruitment of health centers to participate in strategic planning and quality improvement projects/initiatives
- Coach and conduct performance assessments with organizations involved in clinical quality initiatives
- Assist in the planning, coordination, facilitation and evaluation of learning sessions
- Arrange and facilitate regular collaborative meetings as required by project deliverables
- Arrange trainings/webinars and/or identify qualified trainers for key topics that support OKPCA goals and health center priorities

- Identify new partner opportunities to support the delivery of services within OKPCA and within health centers
- Prioritize, anticipate, and assess needs of health centers
- Provide technical assistance to health centers to meet reporting requirements within defined timeframes for assigned projects
- Identify teaching resources and techniques appropriate for health centers
- Coordinate the collection, analysis and summary of project deliverables and results
- Work ad hoc on projects and events
- Fulfill other duties as assigned

GENERAL ACTIVITIES

- Participate in staff development as required to perform job duties
- Become completely familiar with policy and procedures, operating guidelines, organizational structure and program specific terminology
- Travel to in-state member sites or out-of-state conferences/meetings as required
- Participate in staff development as required to perform job duties
- This position may require evening and weekend hours
- Exercise prudent judgment and confidentiality regarding association, member and client information

QUALIFICATIONS

- Bachelor's degree and/or work experience in an adult training environment, preferably within a health care setting. Master's degree and/or current health professional licensure is preferred.
- Experience with leading outcomes-based diabetes-related quality improvement projects, as well as patient-focused diabetes prevention/self-management.
- Experience in nonprofit operations, professional office, computer and organization skills.
- Proficiency with Microsoft Office.
- Above average verbal and written communication skills, with ability to work in a diverse workplace. Strong presentation, training, and meeting facilitation skills are essential.
- Must be detail oriented with excellent time and project management skills.
- Strong customer service orientation and interpersonal skills.
- Highly qualified candidates will have experience delivering education via a broad range of instructional methods, including in-person guidance, live webinars, online learning platforms, blended learning, video, and curriculum packaging.
- Highly competitive candidates will have experience with electronic health record usage, training, and maintenance.
- Interest in and knowledge of community health care and primary care. FQHC experience is highly desired.
- Knowledge of principles related to Patient Centered Medical Home (PCMH) is highly desired.
- Ability to work collaboratively with physicians, staff, and external organizations.
- Excellent coordination skills, including setting priorities on work assignments.
- High degree of independence, flexibility, initiative and commitment.
- Ability to work effectively with diverse populations, both internally and externally.
- Demonstrated awareness and value of cultural competence.

- Dependable transportation with current auto insurance and valid driver's license.

Physical Requirements

Must be able to:

- interact with the public; maintain appropriate attire and personal hygiene
- sit and use a computer for extended periods
- use the telephone
- drive an automobile for extended periods of time
- use stairs when required by location or circumstance
- use airplanes, trains, and other public transportation as needed
- file and maintain routine correspondence, documents, regulations, and other program documentation/materials (requires stooping, bending at the knee and raising arms above the chest or head)
- receive, pick up, store or distribute program material (brochures, booklets, binders, promotional items) that may require lifting in excess of 10 pounds
- use and file reference material that may be bulky, odd-sized and weigh in excess of 10 pounds
- attend conferences that may require extended periods of standing and/or sitting
- attend out of state conferences that may require overnight stays with responsibility for maintaining appropriate personal luggage as well as conference materials that may weigh in excess of 20 pounds

Job Complexity

Exercises judgment within defined procedures and practices to determine appropriate action. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Applies problem-solving skills gained through past experiences to company guidelines.

Role as a Team Member

Contributes to team objectives and outcomes. Consults with senior peers and sometimes upper management on complex projects.

Internal/External Contacts

Builds productive internal/external working relationships.

Leadership/Supervision of Others

Generally responsible for own work only but may be asked to lead the work of others, which may include people above the position's grade level. This includes allocating work, assigning tasks, providing training and guidance; performs work of a similar nature. (Does not have hire/fire and performance management decision authority).

Innovation

Suggests new platforms and methods to obtain input from diverse voices into development of OKPCA's priorities. Constantly seeks new ways to best engage with partner organizations. Always seeking most effective means to convey OKPCA's messaging to our audience. Demonstrates out of the box thinking. Connects ideas and concepts in innovative ways.

Language Skills

Fluency in written and spoken English required.



Travel Required

In-state and out-of-state travel may be required for this position. Must possess valid Oklahoma driver license and provide proof of insurance. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OKPCA policy.

Work Environment**Team**

OKPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health centers are equally critical components of the work environment.

As a subject matter expert, employees are expected to partner as needed with the communications & marketing department to develop messages, objectives and/or communications tools to reach OKPCA's members and other target audiences.

Work Site

Duties will be performed in both an office setting and out in health centers.

Physical Demands

The physical demands described here 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. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OKPCA Practices

OKPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OKPCA places a high value on member relations and is a dynamic, team-oriented organization.

OKPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OKPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement

Oklahoma Primary Care Association (OKPCA) is a private, 501(c)(3)-membership organization of Oklahoma's "safety-net" primary care providers. Our mission is to strengthen access to affordable community-based health care through advocacy, education, and technical assistance. Our membership primarily includes the federally qualified health centers (FQHCs) and Look-Alikes as well as Indian Health Centers, and community clinics with similar missions and governance.

