

Job Title: Program Manager

Reports to: Director of Community Health

Salary range: \$75,000

Classification: Non-Exempt **Status:** Part-Time (hourly)

Date Updated: September 2025 **Weekly Hours:** 30 hours

Our Mission

The mission of the United Way of San Joaquin County (UWSJC) is to improve people's lives by mobilizing the caring power of communities.

Position Summary

The Program Manager assists the Director of Community Health with implementing and expanding the Alliance for Wellness (AFW), a regional community care hub powered by UWSJC. AFW strengthens community-based organizations (CBOs) and the Community Health Worker (CHW) workforce by providing centralized support for Medi-Cal contracting, billing, care coordination, and training in alignment with the California Department of Health Care Services (DHCS) CalAIM initiative.

At the direction of the Director of Community Health, will implement and coordinate technical assistance to CBOs, aid operational implementation of Medi-Cal-aligned services (including ECM and Community Supports), and ensure compliance with managed care plan (MCP) standards and DHCS reporting requirements. The Program Manager will also support management of additional health-related projects overseen by the Director of Community Health, such as the PEACE Project, serving people experiencing homelessness, and collaborations with the San Joaquin County Health Care Services Agency, Public Health Services, and others.

Essential Functions, Duties, and Responsibilities

Program Operations and Coordination

- Support day-to-day operations of the Alliance for Wellness in San Joaquin County and regional expansion areas.
- Assist CBOs through Medi-Cal certification, PAVE enrollment, and contracting with managed care plans.
- Monitor contract deliverables, maintain implementation schedules, and support documentation workflows.
- Facilitate implementation of shared operational protocols and technology tools (e.g., CCN, case management platforms).

Community Care Agency Capacity Building and Compliance

- Lead group and one-on-one training on Medi-Cal billing, documentation standards, and care coordination best practices.
- Assist in the development of individualized technical assistance plans for CBO network partners.
- Coordinate quality assurance reviews to support adherence to ECM/CS and CHW billing guidance.
- Work in partnership with EMMI and other vendors to streamline billing operations.

CHW Workforce Support

- Partner with CSU Stanislaus and other regional partners to align CHW certification and upskilling efforts with CalAIM priorities.
- Provide logistical support for CHW wellness, engagement, and professional development opportunities.
- Help design programming that fosters CHW workforce sustainability and access to long-term funding.

Stakeholder Engagement

- Serve as a liaison between UWSJC, MCPs, CBOs, CHWs, and other stakeholders to ensure shared understanding of program goals.
- Facilitate and document monthly network partner convenings and learning sessions.
- Cultivate a strong provider network culture centered on collaboration, equity, and quality improvement.

Data Reporting and Evaluation

- Track and aggregate CBO performance data and health outcome indicators to report to funders and regulatory partners.
- Support analysis of care journey metrics and performance improvement opportunities.
- Assist in report preparation for funders, including HPSJ/MVHP, DHCS, and other institutional partners.

General Duties and Requirements:

- Provide excellent financial stewardship for all resources, address all compliance issues, and maintain the transparency necessary for a community-based non-profit.
- Maintain confidentiality by safeguarding ePHI and demonstrating HIPAA compliance to our clients.
- Ensure that HIPAA privacy policies are clearly understood and followed.
- Be a positive UWSJC representative and ensure the organization and its mission and programs are consistently presented in strong, positive ways to the internal team, partners, and relevant stakeholders.
- Protect company assets.
- Support all co-workers and treat them with dignity and respect.
- Support the team in reaching common goals.
- Be able to think and act quickly and efficiently in emergencies.
- Must drive on company business.
- Comply with all UWSJC policies and procedures, including but not limited to workplace safety, reporting work-related injuries, Infection Control, and preventing potential safety risks for staff, clients, and others.
- Punctual and regular attendance is an essential responsibility of each employee at UWSJC. Employees are expected to report to work as scheduled, on time, and prepared to start working. Employees are also expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.
- Other duties as assigned. Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required for the employee. Duties, obligations, and activities may change at any time, with or without notice.

Education and Experience

- **Education:** Bachelor's degree in Public Health, Healthcare Administration, Social Work, or a related field required. Master's degree preferred.
- **Experience:** Minimum 3 years of experience in nonprofit health program management, Medi-Cal systems, or social care integration. Experience with CalAIM, CHW workforce initiatives, or ECM/CS implementation preferred. Fluency in Spanish or other commonly spoken languages in San Joaquin County is a plus.

Knowledge, Skills, and Abilities

- Strong understanding of Medi-Cal programs, CalAIM initiatives, Enhanced Care Management (ECM), and Community Supports.
- Familiar with community-based organization operations, health equity principles, and social determinants of health.
- Working knowledge of contract management, compliance requirements, and reporting standards for managed care plans and DHCS.
- Knowledge of HIPAA regulations and data privacy protocols.
- Proficient with case management platforms, data collection tools, and Microsoft Office Suite.
- Excellent project and program management skills, able to manage multiple priorities and deadlines.
- Skilled in training and facilitation for groups and one-on-one settings.
- Strong written and verbal communication skills to engage diverse stakeholders.
- Analytical and problem-solving abilities to evaluate program data and identify improvements.
- Effective collaboration and relationship-building skills across sectors.
- Ability to develop and implement compliance-aligned operational protocols.
- Ability to translate complex regulations into practical guidance for CBO partners and CHWs.
- Capable of fostering a culture of collaboration, equity, and continuous improvement.
- Able to adapt quickly to shifting priorities and respond effectively to urgent needs.
- Works effectively both independently and as part of a multidisciplinary team.

Environmental Conditions

- Standard office setting with extended periods of computer use.
- Frequent interaction with external partners, community organizations, and public agencies.
- Occasional travel to off-site meetings, trainings, and community events.
- May involve working in diverse community-based settings, including health care and social service environments.
- Moderate noise level typical of business offices, though some community sites may vary.
- Frequently work at a fast pace with unscheduled interruptions.

Physical Demands

- Ability to walk, reach, sit, stand, stoop, crouch, and climb stairs.
- Ability to move, carry, push, pull, and lift up to 20 pounds.
- Frequent use of hands for typing, writing, and handling documents.

- Must be able to lift up to 20 pounds occasionally for program materials or equipment.
- Requires vision and hearing within normal ranges (with or without correction) to communicate effectively and review data/documents.
- Ability to drive to community partner locations, meetings, and events as required.
- Ability to communicate information and ideas so others will understand in English.
- Regular and Consistent Attendance.

Compensation

- Health Benefits (Medical, Vision, and Dental) effective after 60 days of continuous full-time employment.
- 401K option is available upon the date of hire.
- Generous Paid Vacation
- Generous Sick Leave Benefit
- 14 Paid Holidays
- Wellness Day once a month
- Employee Birthday Time-Off

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: United Way of San Joaquin County will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

Equal Opportunity Employer: United Way of San Joaquin County is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, age, or military or veteran status in accordance with federal law. In addition, United Way of San Joaquin County complies with applicable state and local laws governing nondiscrimination in employment in every jurisdiction in which it maintains facilities. United Way of San Joaquin County also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws. All aspects of employment, including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs.

Diversity & Inclusion Statement Of Principle: United Way of San Joaquin County opposes discrimination of any form, as evident in our Diversity and Inclusion Statement of Principle. We value the visible and invisible qualities that make you who you are. We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community. We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems. We strive to include diversity, equity, and inclusion practices at the center of our daily work. We commit to using these practices for our business and our communities. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Certification: By signing below, I acknowledge receipt of this job description. I have been allowed to ask and receive answers to any questions regarding the job description. I fully understand this job description. I understand that my employer may revise this job description at its sole discretion at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.



I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position:

I understand that employment with the Company is considered "at-will." Neither the Company nor I am committed to continuing the employment relationship for any specific term. Either the Company or I may terminate the employment relationship at any time, with or without cause and with or without notice.

For an employee who is currently performing the job, please initial below:

- ☐ I have reviewed the job description for my position, and it accurately reflects at least 95% of the work I do daily.
- ☐ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities:

Employee Signature

Date

Print Name

Supervisor Signature

Date