

Job Title: Four Square Community Action (FSCA) Health Service Organization – Director of Medicaid Healthy Opportunities Program

Location: Cherokee County NC

Report to: Four Square Executive Director

Job Summary: As the FSCA Director of Healthy Opportunities for North Carolina Managed Medicaid, you will lead the strategic development, implementation, and oversight of initiatives aimed at improving health outcomes and addressing social determinants of health (SDOH) for Medicaid beneficiaries across the FSCA 4 county region (Cherokee, Clay, Graham, Swain) North Carolina. Duties include oversight of staff/volunteer scheduling and work goals, financial integrity, invoicing, and tracking budgetary requirements, and quality assurance of the HOP program. These elements of the job each require documentation for client records, case files, and other legal obligations per FSCA policies and Impact Health’s guidelines.

You will collaborate closely with local and state agencies, healthcare providers, community organizations, and other stakeholders to ensure the effective integration of healthcare services with social services that enhance overall wellness and reduce healthcare disparities across our region and support Four Square’s mission of increasing client self-sufficiency.

Key Responsibilities:

- Ensure financial integrity of the program by ongoing monitoring and evaluation, as well as clear communication with the Executive Director.
- Develop and implement a comprehensive strategy to integrate social determinants of health (SDOH) interventions into the local Medicaid service community.
- Collaborate with local/state agencies, healthcare providers, community-based organizations, and provider health plans/managed care organizations (MCOs) to align efforts and resources towards improving health outcomes.
- Lead/supervise cross-functional teams to implement programs and initiatives focused on addressing SDOH, such as housing stability, food insecurity, transportation barriers, safety factors, and employment opportunities.
- Monitor and evaluate program effectiveness, utilizing work goals, data analytics, financials, and performance metrics to drive continuous improvement and ensure accountability.
- Serve as a subject matter expert on SDOH and HOP program goals, providing guidance and support to internal and external stakeholders.
- Foster partnerships and collaborations with community organizations, local governments, and philanthropic entities to leverage resources and maximize impact.
- Stay abreast of emerging trends, research, and best practices for the HOP program as it relates to social determinants of health.

Qualifications:

- Bachelor’s degree in Social Work, Public Policy, Public Health, Healthcare Management, Business, or a related field.

- Minimum of 6 years of experience in a related field of work with at least 3 years in a management/leadership role.
- Clear understanding of Medicaid policies and regulations, particularly related to managed care and health service organizations that address social determinants of health.
- Proven track record of implementing complex programmatic initiatives, ideally with a focus on addressing social determinants of health.
- Strong analytical skills and experience in financial and data-driven decision-making.
- Excellent communication (both written and verbal) and interpersonal skills, with the ability to engage and influence clients, staff, and stakeholders at all levels.
- Demonstrated leadership abilities, including strategic planning, team building, and project management.
- Must be knowledgeable of the mission/vision of nonprofit organization that serves low-income clients and community.
- Must be customer focused and have the ability to thrive in a fast-paced, dynamic environment and manage multiple priorities effectively.

Preferred Qualifications:

- Experience working with Medicaid accounts and managed care organizations (MCOs) or similar entities.
- Knowledge of North Carolina’s Medicaid system.
- Experience in developing and managing partnerships with diverse stakeholders.
- Grant management skills and oversight of reporting and applications.
- Project management skills that detail timelines and deliverables.

Working Conditions:

- This position is office based in Andrews – Cherokee County, NC with occasional travel across the region required.
- Flexible work hours may be necessary to accommodate meetings and events outside of regular business hours.

Salary and Benefits:

- Salary commensurate with experience.
- Comprehensive benefits package including health insurance, retirement plan, and vacation/sick leave.

Application Process:

- Interested candidates should submit a resume, cover letter outlining their qualifications and interest in the position, and contact information for three professional references.

Equal Opportunity Employer:

- We are an equal opportunity employer and value diversity at our company. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status