

## Role Description

Title: Program Associate  
Responsible to: Vice President of Programs  
Revised Date: January 2022

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All the criteria-based duties and standards within this document will be performed according to established policies, procedures, and guidelines within the REACH Healthcare Foundation.

## Role Summary

The Program Associate is an entry-level programmatic position responsible for supporting the Foundation's work to advance health equity through coverage and care for underserved people in our region via the Foundation's outcome investment areas of Close the Health Equity Gap, Bridge the Coverage Divide and Strengthen the Safety Net. The Program Associate is responsible for reviewing and recommending grant proposals, managing active grants, completing grant reports, participating in the development and implementation of grantmaking strategies, and engaging in the community to proactively identify opportunities to advance the Foundation's mission.

Critical success factors for this staff role include excelling in developing relationships with various partners and stakeholders; producing written summaries and recommendations; managing multiple projects with consistency, timeliness and accuracy; and the ability to grow as a self-directed learner. Additionally, the ability to be a self-starter, ask for and receive feedback from colleagues and other Foundation stakeholders, and work well in an ever-changing policy and political environment, while remaining grounded in the day-to-day execution of tasks and responsibilities will be expected of this position. The Program Associate will have a broad understanding of, and at least some professional exposure to health, the nonprofit health and human services sector, philanthropy, and precursors to health (i.e., social determinants of health). Most critical will be a deep commitment to, and understanding of the communities the Foundation serves, including communities of color, rural communities, and neighborhoods or regions that face the greatest health inequities, resulting from either lived or professional experience.

## Behavior Standards

All Foundation employees are expected to contribute to creating a positive workplace culture through the following REACH Healthcare Foundation behaviors:

- **Responsibility** – Assures every organizational decision and action is made in the context of community needs and philanthropic best practices.
- **Excellence** – Strives to achieve and exemplify high standards in all actions. Pursues life-long learning so as to assure ongoing innovation and improvement.
- **Advocacy** – Has a passion for addressing health disparities, relentlessly pursues a shared partnership with Foundation colleagues, and inspires others to support our mission.
- **Cultural Competency** – Drives change by authentically engaging others who offer diverse backgrounds and divergent points of view.
- **Honesty** – Demonstrates unquestionable integrity and ethics in all that is done on behalf of the organization and as a member of the team.

## Primary Role Responsibilities

1. **Vision.** The Program Associate reports directly to the Vice President of Programs but works in collaboration with other Foundation leadership and staff to assure outcome investments align with the Board-adopted vision of the Foundation and that every decision made advances the organization toward that vision. The Program Associate remains abreast of local and national health care trends and applies this knowledge to benefit the organization; anticipates changes that will be required to realize the vision; and participates in organizational growth and change in a systematic, inspirational manner. This staff member assures that program, policy and grant-making implications are embedded in priorities and initiatives across all work with grantees and stakeholders. The Program Associate actively seeks out and identifies opportunities to advance the Foundation's priorities. They are a thought leader and partner regarding the program function and continually seek new knowledge to assure strategic priorities are met.
2. **Building partnerships.** A primary role for the Program Associate is to build highly effective relationships with Foundation leadership, staff, and members of the Board of Directors and the Program & Policy Committee to accomplish Foundation goals. The Program Associate interacts with a diverse range of applicants and grantees that serve the health care needs of the most vulnerable. Over time, the Program Associate is expected to develop consultative relationships with applicants and grantee organizations to communicate funding priorities, provide technical assistance on the grant proposal and review process, and to resolve problems and issues to assure projected impact and outcomes of grants are met. The Program Associate frequently works collaboratively with colleagues from other foundations and community partners on jointly

funded projects. As a staff member of the Foundation, this staff member invests in continuous learning so as to serve the program and policy interests of the Foundation.

3. **Best practice leadership.** The Program Associate may be involved in the management and engagement of outside program and research consultants, and, as such, assures that those providers are high performing, ethical, and that their work is closely aligned with program and outcome expectations. As a colleague to other Foundation staff, the Program Associate works closely with others to coordinate and facilitate common projects and assignments, and to ensure cross-training on all functions of grants management. In addition, the Program Associate understands his or her role as a model for REACH behaviors.
4. **Financial/Administrative functions.** The Program Associate works closely with the Director of Grants & Operations to maintain appropriate, accurate grant tracking and reporting systems. Timely grant review, documentation and identification of barriers to the effective execution of grants are a core responsibility of this position. This staff member works with the Chief Financial Officer (CFO) and the Vice President of Programs to closely manage grant budgets and coordinate the timing and amount of planned grant payout with the availability of funds, and to alert their colleagues as issues arise that deviate from formal grant agreements. This staff member may also contribute to the annual budget discussion to assure program resource needs are met, as well as to participate in review and selection of technology improvements to manage the grants and program process efficiently and effectively.
5. **Performance Management.** The Program Associate is a key Foundation staff member, reporting directly to the Vice President of Programs, to assure outcomes and impact of grants and initiatives are measured and met. The Program Associate reviews agreed upon measures on a regular basis to assure goals are met, and reports outcomes in clear, accurate, and understandable formats to the VP of Programs and Program and Policy Committee. This staff member commits to develop their understanding of the disciplines of performance measurement and management. The Program Associate engages grantees and strategic partners in understanding, prioritizing and deploying performance improvement and problem resolution to assure intent of grants are met.
6. **Functional accountabilities.** The Program Associate has functional accountability for the following areas:
  - Grants administration/program development: Facilitates the grants process—including conducting due diligence review of proposals, negotiating contingencies attached to grant awards, monitoring grant progress, and analyzing the individual and collective success of the grantees. Communicates information to the Vice President of Programs and the Foundation's Program & Policy Committee of the Board, target communities, professional and lay providers of health care, other funders and the community at large. This staff member also

conducts grantee site visits and provides consultation to assure grantee is able and effective in completing grant requirements and impact.

- **Foundation Initiatives:** Over time, the Program Associate supports and may simultaneously manage multiple Foundation initiatives—including program development, funding, selection and management of consultants, and management of associated budgets, evaluation and problem resolution. This staff member develops highly effective partnerships with other stakeholder organizations to collaborate in serving the healthcare needs of the most vulnerable.
- **Community Engagement:** The Program Associate represents the Foundation at meetings, conferences, and community collaboratives as assigned to communicate the Foundation’s priorities, to learn about new initiatives by other health care organizations, and identify prospective initiatives and/or partnerships that advance the Foundation’s vision and mission.
- **Communications:** Collaborates with Director of Communications to identify and promote the good work of the Foundation. Works with the Communications Intern to promote partner organizations’ successes through social media outlets.

7. **Innovation.** The Program Associate continually seeks to understand local, state and national trends—political, social, and economic—impacting delivery and funding of health care and recommends new, innovative approaches to assure grantees meet the intent of the grants made. This staff member participates with the Foundation team to assure that new grants align with the organization’s core vision and mission; is vigilant about due diligence processes and decisions driving grant-making; and ensures a high level of accountability among staff and grantees alike.
8. **Other.** The Program Associate represents the organization at various civic and community groups—especially those that advance the image, reputation, vision and mission of the REACH Healthcare Foundation. This position, along with all Foundation staff, is expected to attend and occasionally present at meetings of the Board of Directors, Foundation committees, strategic planning retreats, and other mandatory internal and external events and activities.

1. **EDUCATION.** A bachelor's degree in a health-related field, social work, public health, nonprofit health and human services or administration, business administration or other related field is necessary.
2. **EXPERIENCE.** The ideal incumbent offers 3-5 years' experience in the nonprofit, public or health sectors. Additionally, some exposure to program development, including strategic planning, budgeting, staffing, resource development, grant writing, implementation, and outcomes measurement and evaluation are a plus. Must demonstrate proficiency and comfort with computer technology, including applicable software packages and database management.
3. **ESSENTIAL TECHNICAL/MOTOR SKILLS:** The ideal incumbent will possess a set of skills including, but not limited to leveraging of technology, process improvement, and financial acumen. Must have reliable transportation, up-to-date automobile license and effective driving skills.
4. **INTERPERSONAL SKILLS:** The ideal incumbent demonstrates the following interpersonal skills:
  - Excellent oral and written communication skills, including writing, editing and coordinating the dissemination of materials for executive staff, the Vice President of Programs, Program and Policy Committee, and the Board of Directors.
  - Strong organizational and administrative skills with ability to manage multiple tasks and priorities.
  - Strong interpersonal skills: tactful and mature, allowing for effective interface with Foundation leaders, staff, board members, and other stakeholders.
  - Ability to anticipate what needs to be done; demonstrates a strong sense of purpose and takes the initiative to follow through.
  - Ability to see the big picture, understanding the interrelationships among the many elements of the Foundation's purpose and work and helping to bridge them.
  - Collaborative by nature, eager and able to pull together the many elements of a complex program and to nurture and facilitate their work.
  - Good listener, willing and able to learn from anyone who has something to contribute to the Foundation's overall success.
  - Demonstrated discretion and confidentiality.
  - Value for and commitment to the Foundation.
  - Professional attitude and appearance.
5. **ESSENTIAL PHYSICAL REQUIREMENTS:** Driving, moving, walking, balancing, kneeling, crouching, stooping, reaching, standing, pushing, pulling, and lifting. In addition, all employees are required to adhere to the Foundation's COVID-19 employee vaccination policy.
6. **ESSENTIAL MENTAL ABILITIES:** The incumbent will possess a set of skills including, but not limited to forecasting, analyzing, synthesizing, explaining, adapting, comprehending,

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interpreting data, application of theory to practice, organizational skills, public speaking, conflict resolution, listening skills, and the flexibility to meet the changing needs of the organization.

- 7. **ESSENTIAL SENSORY REQUIREMENTS:** Visual and hearing skills.
- 8. **EXPOSURE TO HAZARDS:** Limited exposure.
- 9. **COMPENSATION AND OTHER:** The Foundation offers a comprehensive and competitive benefits package for its employees. Salary for this position is expected to begin in the low \$50's. The Foundation has a formal remote work policy allowing up to 2 days remote per week, dependent upon performance and other provision. All REACH employees are required to live in the Foundation's six-county service area.

### Approval

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Leader

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date