



## HEALTH EQUITY PROGRAM MANAGER

---

**Position Status:** Exempt  
**Reports To:** Chief Health Equity Officer  
**Effective Date:** 04/18/24  
**Revised Date:**  
**Job Level:** P4

### POSITION SUMMARY

Under general direction, this position:

1. Develops and manages the operationalization of health equity strategies and performs program planning and design and operational program management
2. Works collaboratively with all Alliance departments to ensure successful implementation and on-going management of health equity and Diversity, Equity, Inclusion and Belonging (DEIB) initiatives
3. Engages with external partners and provides operational support related to health equity
4. Performs other duties as assigned

### RESPONSIBILITIES

1. Develops and manages the operationalization of health equity strategies and performs program planning and design and operational program management, with duties including but not limited to:
  - Supporting and collaborating with the Chief Health Equity Officer in the planning, design, development, and implementation of programs that support health equity and DEIB initiatives across the organization
  - Operationalizing concepts and developing tactics to achieve strategic program objectives
  - Monitoring program activities, including performance metrics, for continuous improvement
  - Tracking and analyzing trends in healthcare disparities, recognizing the implications of diverse cultural, language, economic, education, and health status needs of members, and supporting efforts to address inequities
  - Evaluating data related to identified disparities and making recommendations related to prioritization
  - Collaborating with internal and external partners and stakeholders to address priority disparities to improve outcomes
  - Engaging with internal and external stakeholders to develop, manage, and improve health equity programs serving Alliance members
  - Developing methods, techniques, and evaluation criteria to evaluate deliverables, ensure that program objectives are met, and evaluate the impact of the Health Equity Program
  - Acting as a health equity and DEIB subject matter expert and resource to Alliance staff and external partners
  - Managing day-to-day activities and operational issues related to the Health Equity Program
  - Maintaining knowledge of regulatory requirements related to health equity and DEIB
  - Ensuring that the Health Equity Program and related processes adhere to regulatory and contractual requirements, laws, accreditation standards, and regulations, including Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC)

- Assisting with research, preparation, and revision of policies, procedures, and program materials
  - Participating in the evaluation of program goals to ensure alignment with departmental and organization-wide goals
  - Preparing narrative and statistical reports, correspondence, communications content, and other program materials
  - Providing updates to Alliance leadership and staff, making presentations, and developing related materials
  - Working with the Chief Health Equity Officer to prepare and deliver reports for executive leadership and the Board
  - Working with the Compliance Department to monitor compliance with regulations and contract provisions
  - Supporting the Human Resources Department in the development and implementation of workforce diversity strategies and related reporting requirements and monitoring progress toward achievement of DEIB goals
  - Ensuring that Alliance staff, contracted providers, and subcontractors receive mandatory DEIB training
  - Assisting with reviewing Alliance communications, policies, and procedures to ensure continual promotion of health equity where possible
  - Gathering information and materials in support of audit preparation and assisting with development of audit responses
  - Monitoring the unit budget and project budgets and assisting the Chief Health Equity Officer with budget development, purchasing, and invoice approvals
  - Developing and evaluating RFPs, participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
  - Providing support to the Chief Health Equity Officer, including assisting with continuous quality improvement activities and the preparation of required reports and submissions
2. Works collaboratively with all Alliance departments to ensure successful implementation and on-going management of health equity and Diversity Equity Inclusion and Belonging (DEIB) initiatives, with duties including but not limited to:
- Acting as a resource to all levels of staff and as primary point of contact for health equity and diversity issues, including the interpretation of related regulatory requirements
  - Working with teams across the organization to assess current programs, operations, and health equity efforts and leading process improvement efforts to reduce disparities among specified member populations and meet requirements associated with state regulations and equity accreditation
  - Leading and participating in project teams, identifying relevant stakeholders, assigning and monitoring the work of team members, and providing guidance and leadership to ensure successful project completion
  - Partnering with the Chief Health Equity Officer and the leadership team to strengthen the organization's commitment and strategy related to reducing health disparities among the member population
  - Collaborating with Health Services Division teams to monitor targeted interventions designed to eliminate health inequities and ensure successful implementation of DHCS and DMHC equity-related programs and requirements
  - Leading the development of DEIB strategies and participating as a member of the DEIB work group

- Working collaboratively with all departments to ensure understanding and successful implementation of health equity and DEIB projects and initiatives
  - Leading review and analysis of regulatory requirements related to health equity and coordinating with departmental representatives to address implementation of those requirements, including assisting with monitoring and reporting processes
  - Consulting with and advising staff across the organization regarding their departmental projects and initiatives that include health equity or diversity components
  - Developing internal communications related to health equity and DEIB policies, protocols, and activities to raise awareness among all staff
  - Developing operational training related to health equity and DEIB that complies with Department of Health Care Services requirements, in collaboration with the Learning and Development Team
  - Assisting with the development and implementation of marketing and member engagement strategies designed to address identified health disparities
3. Engages with external partners and provides operational support related to health equity, with duties including but not limited to:
- Cultivating partnerships with a broad range of professional and community partners and leading the development of engagement opportunities that incorporate community voices and solutions into health equity programs and projects
  - Networking, establishing affiliations, and maintaining relationships with community-based organizations (CBOs) to gather information about health disparities to inform the Alliance's health equity work
  - Working collaboratively with external stakeholders and CBOs to address identified priority disparities
  - Educating and working with external partners to identify opportunities for innovation and adoption of actions to improve health equity processes and health quality and outcomes
  - Developing DEIB training for external partners, including developing training content, monitoring participation, maintaining records of completion, following up as necessary to ensure external partners' compliance with training requirements, and reporting on results of training
  - Collecting and evaluating information gathered by CBOs regarding the needs of the communities served in the unique and varied Alliance service areas to ensure that the training developed is relevant and appropriately targeted
4. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's Degree in Health Care, Social Services, Nursing or a related field and a minimum of eight years of progressively responsible experience within a health care organization, which included program development and project management responsibilities and some experience managing or supporting health improvement strategies to address social determinants of health, (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of program development, implementation, management, and evaluation

- Thorough knowledge of the principles and practices of research, analysis, and reporting methods
- Thorough knowledge of the principles and practices of project management
- Working knowledge of the health care industry
- Working knowledge of health care regulatory agencies and processes
- Working knowledge of the sociological and economic factors that affect community health
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, and PowerPoint
- Some knowledge of the principles and practices of developing and implementing health improvement strategies to address social determinants of health
- Some knowledge of health disparities in a healthcare setting and their impact on Black, Indigenous, and people of color (BIPOC) and LGBTQ+ communities
- Some knowledge of the principles and practices of change management
- Some knowledge of the managed care industry
- Some knowledge of NCQA standards, Quality Improvement studies, and HEDIS reporting
- Ability to develop innovative and creative approaches related to the operationalization of health equity strategies in order to achieve strategic program objectives
- Ability to act as a subject matter expert and technical resource, explain regulations, processes, and programs related to area of assignment, and provide guidance regarding complex health equity and DEIB issues to all levels of staff across the organization
- Ability to manage the development and implementation of projects, systems, programs, policies, procedures, and workflows
- Ability to demonstrate strong analytical skills, accurately collect, manage, and analyze data, evaluate research, identify issues, offer recommendations and potential consequences
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to provide leadership, facilitate meetings, and partner with internal and external stakeholders to achieve program objectives
- Ability to work collaboratively with a variety of stakeholders in a politically sensitive context complicated by competing perspectives and interests
- Ability to collaborate with CBOs to obtain data from Alliance members who are members of marginalized and/or disenfranchised communities
- Ability to oversee mandatory DEIB training for staff, subcontractors, providers, and provider staff
- Ability to understand metrics and create metric dashboards
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to analyze and interpret legal, regulatory, and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to participate in the development of training materials and ensure that mandated training is completed on schedule
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities
- Ability to oversee the work of contracted vendors
- Ability to identify and resolve problems in a timely manner and escalate to the Chief Health Equity Officer, as appropriate

- Ability to present information, data, and results in a clear and understandable manner utilizing methods appropriate to various forums and adjust communication style in order to facilitate collaboration and understanding
- Ability to interact diplomatically with a wide variety of people, gather information from stakeholders, look at situations from multiple perspectives, foster teamwork, and facilitate collaborative discussions
- Ability to develop collaborative internal and external working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to demonstrate flexibility and creativity, anticipate needs, exercise resourcefulness in developing solutions, identify improvements to existing practices, and effectively adapt to change
- Ability to work independently and make decisions related to areas of functional responsibility

### DESIRABLE QUALIFICATIONS

- Master's degree in Health Care, Social Services, Nursing, or a related field
- Experience working with marginalized or disenfranchised communities
- Working knowledge of the principles and practices of health equity in a managed care environment
- Working knowledge of current DEIB and multiculturalism concepts
- Working knowledge of Medi-Cal, Medicaid, Medicare, entitlement programs and related regulations
- Familiarity with the healthcare environments and provider networks in the Alliance service area counties

### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

---

*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*