SUBSTANCE USE DISORDER PROGRAM COORDINATOR

START DATE: September 1, 2019 or when position is filled.
Applications will be accepted on a continual basis until the position has been filled.
Applicants should email their resume and cover letter to katherinek@scphca.org and hr@scphca.org

AREA: Operations
REPORTS TO: Senior Manager of CQI
FLSA STATUS: Exempt
TERM OF EMPLOYEMENT: Three-year position

I. South Carolina Primary Health Care Association (SCPHCA)
The SCPHCA has been working to increase the availability of quality health care to low-income, uninsured, isolated, vulnerable, and special need populations since 1979. The SCPHCA is committed to assisting providers of preventive and primary care meet the unique health care needs of these populations, as well as the broader communities they serve, and reduce health disparities by providing capacity-building services and coordinating initiatives necessary to strengthen Community Health Centers (CHCs) in SC. Specific groups served include: the uninsured, those with public health insurance, chronically ill, elderly, individuals living with mental illness, those living with HIV/AIDS, children, agricultural workers and their families, homeless individuals and individuals living in rural area. These populations continue to experience barriers in accessing high quality preventive and primary health care services in the state.

The SCPHCA is the unifying organization for CHCs in South Carolina. CHCs are time-tested models of community-based care. First established in 1964, CHCs are community-based, non-profit businesses that provide comprehensive, high-quality, patient-focused health care services in a culturally appropriate manner. With a focus on primary care, prevention, education, and case management, CHCs accept most health insurance plans including Medicare and Medicaid and for persons without insurance, services are provided on a sliding fee scale based on income and family size.

II. Position Summary
The Substance Use Disorder Program Coordinator will be responsible for supporting the Rural Communities Opioid Response Program (RCORP) Advisory Council in implementing workplan activities. The Substance Use Disorder Program Coordinator will coordinate/provide pertinent training and technical assistance to the RCORP consortium, serve as a resource on substance use disorder (SUD), behavioral health (BH), and infectious disease (ID) programming and services, and facilitate networking and collaboration opportunities at the community-level within the targeted rural service areas.

The SCPHCA’s RCORP Consortium is currently comprised of 14 rural FQHCs and 9 community partners representing different sectors and services relevant to providing high-quality, integrated substance use disorder (SUD) and opioid use disorder (OUD) services within the targeted rural service area for this grant award. Using the same successful approach that has been refined through decades, the SCPHCA will: utilize its training, technical assistance and networking infrastructure to deliver and disseminate evidence-based interventions and best-practices; leverage established health information technology (HIT) platforms to improve patient outcomes in the target rural service areas; and leverage the resources of community partners to create a comprehensive approach to the prevention, treatment, and recovery services.
III. Essential Functions

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Implement tools, workflows, and processes that assist SCPHCA staff and participating health centers with the implementation and monitoring of RCORP initiatives.

2. Provide training, technical assistance, networking opportunities, and resources to Consortium members through the SCPHCA’s established training and technical assistance infrastructure.

3. Recommend innovative ideas, processes and procedures to enhance existing SUD/BH/ID programming at participating health centers.

4. Utilize established health information technology (HIT) platforms to track patient outcomes and service-area trends in the target rural service areas.

5. Use standardized quality improvement tools (RACI matrix, workflow mapping, gantt charts) to create and document sustainable workflows for program activities.

6. Collaborate with participating health center quality improvement staff to determine data needs and define metrics for priority clinical quality measures and other key performance indicators as outlined in the workplan.

7. Maintain knowledge base and skills necessary to perform duties and responsibilities.

8. Performs other duties as assigned.

IV. Qualifications:

A. Education/Experience Required:
   1. Master’s degree in a related field;
   2. At least two years of prior experience;
   3. Experience working with special populations, including but not limited to PLWHA, people experiencing homelessness, people with SUD/OUD, high risk populations for infectious diseases, etc.
   4. Related experience at the community health center level is preferred
   5. Demonstrated skills in multitasking, flexibility, and a willingness to respond appropriately to unforeseen demands.

B. Computer Skills:
   1. Internet software
   2. Strong working knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint)

V. Competencies
To perform this job successfully, an individual should demonstrate the following competencies:

C. Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

D. Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional
E. **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

F. **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position;

G. **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

H. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

I. **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

J. **Project Management** - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

VI. **Physical Demands/Requirements:**

**Sedentary Work**: Lifting 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Check the items below that relate to the job and complete the information requested.

**Activity Definitions:**

*Occasionally* means the job holder does the activity up to 33% of the time.

*Frequently* means the person does the activity 34% to 66% of the time.

*Continuously* means the job holder does the activity 67% to 100% of the time.

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Can the job be performed by alternating sitting and standing? **x** Yes **No**

Does the job require using the feet to operate foot controls? **Yes** **x** No

How important is good vision to the job? **Essential**

How important is good hearing to the job? **Essential**
This is sedentary work requiring limited physical effort and stationary positioning; position requires visual acuity for reviewing, checking, preparing and maintaining written and computer files and hearing sufficient to accurately perceive information at normal spoken word levels; manual dexterity to operate standard office and data processing equipment is required.

VII. Work Environment

Work is performed primarily in the office and during all, but adverse weather conditions, during the day. The noise level in the work environment is typically quiet, in office settings and moderate in other situations.