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REACH OUT AND READ GEORGIA

Reach Out and Read, Inc.

Medical and Engagement Program Manager, Reach Out and Read Georgia

Reports to: Executive Director, Georgia

The Medical and Engagement Program Manager is a results-oriented, experienced entrepreneurial professional who will build and grow resources for organization, leads all provider engagement, supplemental training, outreach, and support in multi-site health systems and with existing and prospective community partners that are aligned with the organizational strategy set forth by the Executive Director.

The Medical and Engagement Program Manager supports the Program Managers to maintain health systems' organizational commitment to Reach Out and Read participation and leads the development, implementation, and management of strategies and initiatives focused on increased engagement and educational needs.

The Medical and Engagement Program Manager cultivates, stewards and oversees all aspects of volunteer engagement and management. Innovatively supporting our growing network of medical professionals and volunteers is a critical component of program quality, growth and success in the region.

The Medical and Engagement Program Manager will ensure that the voice of the trusted pediatrician is heard in statewide strategic conversations and initiatives. Partnerships with all stakeholders, medical personnel, associations, health systems, academic institutions and individuals is a critical component of our work.

Knowledge and Skills:

- Experience providing technical assistance and/or implementing professional development programs
- Excellent customer service skills with a strong desire to solve problems and work with volunteers, doctors, nurses and medical practices
- Experience cultivating volunteers, advocates, and/or champions
- Self-motivated, independent worker who can take both initiative and direction to function effectively in a "virtual" work environment, while being an enthusiastic, collaborative team member
- Strong interpersonal communications abilities, including effective small-group speaking experience
- Excellent verbal and written communications skills, including strong editing skills
- Demonstrated success cultivating and sustaining partnerships and relationships among diverse organizations
- Excellent organization, project management, and time-management skills, with attention to detail and follow-through
- Commitment to improving equity in kindergarten readiness for children in Georgia, recognizing factors known to significantly impact differential outcomes for children, including race, ethnicity, language, and socio-economic status
- Program/project management and organizational leadership experience, with demonstrated success working with professionals and professional organizations

- Demonstrated success cultivating and sustaining partnerships and relationships among diverse organizations
- Ability to effectively and efficiently use electronic communications systems as primary work processes, including database systems, internet use, and MS Word, Excel, and PowerPoint

This is a highly relational job, both within a tight-knit virtual team, and when working directly to support our medical and community partners. It requires a commitment to equity combined with the ability to influence without direct authority and diagnose systems challenges, while respecting and supporting clinic, family, and community cultures.

By establishing collaborative relationships with medical providers and staff at multiple medical systems and collaborating with partners in the field to expand early learning opportunities across the state, the Medical and Engagement Program Manager provides the support programs need to operate with strong fidelity to the Reach Out and Read model while helping connect Reach Out and Read Georgia to the larger community including both the health and early learning fields.

The Medical and Engagement Program Manager will be a proven leader who embodies Reach Out and Read's core values of passion, excellence, respect and innovation.

Essential Duties and Responsibilities:

- The Medical and Engagement Program Manager is responsible for ensuring that site providers and coordinators are engaged and implementing our intervention with fidelity
- Assisting the Executive Director with volunteer, community partner engagement and communications
- Develop a strategy that measures, qualitatively and quantitatively, medical provider and volunteer engagement around Reach Out and Read
- Drive implementation including budgets, timelines, and other organizational systems to support management of this enhanced effort
- Support implementation with providers, program locations, community partners, and other stakeholders
- Capture and share learning from individual program sites and medical providers about what strategies are most effective in increasing medical provider engagement

Program Services and Quality Assurance:

- Have regular contact with assigned programs to assess programs' adherence to the Reach Out and Read program model, assign quality ratings, deliver support, implement technical assistance plans, and Identify additional needs
- Support programs' implementation of program quality improvement processes, monitor progress, and reassess, in partnership with the programs
- Conduct in-person and virtual check-in meetings with programs in assigned region with a frequency appropriate for sites' identified needs and quality rating
- Guide new programs through the process of applying, training medical providers, and implementing Reach Out and Read
- Identify programs in need of book funding support and collaborate with the Program Director and Program Specialists to allocate available funding to individual program
- Oversee training of new programs, their medical providers, and support staff. Ensure existing programs have training processes in place and offer all providers ongoing training and professional development opportunities.

- Analyze and synthesize information about programs to assess their clinical and administrative staff's training and technical assistance needs, and in order to present data for reporting and planning purposes.

Program Support:

Maintain a breadth of knowledge about current early learning, parenting, and healthcare trends in the region, emerging issues, policy and innovations that might impact Reach Out and Read's model

- Collaborate with the Program Managers to discuss best practices to support and enhance program quality, to strategize effective implementation, and to implement best practices within the Reach Out and Read team.
- Expand the capacity of the Program Managers by being a resource on programmatic partnerships and multi-site health systems.
- Take a leading project management role in collaboration with libraries, service clubs, and community groups when joint projects arise to ensure that implementation is aligned with our organization's best practices, and the needs of our partners.

Partnership Development and Engagement:

- Develop and sustain relationships with clinical, administrative, and leadership staff to engage them with the Reach Out and Read program in their clinics, our mission, and offer opportunities for further engagement
- Support and encourage medical sites to integrate fundraising for their Reach Out and Read program into their development program
- Capture and share learning from individual program sites and medical providers about what strategies are most effective in increasing medical provider engagement
- Document strategies used for identification, qualification, cultivation, and stewardship of current and prospective partners
- Work with the Program Managers to facilitate and share learning among the clinic network
- Support Resident Education and monitor current residency training protocols and curriculum as it relates to Reach Out and Read
- Represent Reach Out and Read as requested in meetings, on committees, and through presentations intended to facilitate such partnerships
- Identify, enlist, and support regional medical champions to serve as program advocates and key informants as requested by the Executive Director

Communications:

- Gather compelling stories and information from providers, families, and clinic partners that can advance the Reach Out and Read model in the community, to create original content with a programmatic lens for blogs, grants, reports, and donor appreciation letters
- Contribute to communications for programs, partners, and policy makers both writing and editing
- Analyze progress report data summaries to support funding applications, partnership development, and advocacy activities to assist Reach Out and Read leadership in program-related fund development and advocacy
- Support the Executive Director in developing and implementing an integrated strategic communications plan and editorial calendar to generate publicity and overall awareness for the organization and its work

Leadership, Strategy, Implementation:

- Development of the Reach Out and Read Georgia Online Learning Community strategy

- Regional Meet and Greets and/or Lunch and Learns with Georgia pediatricians implementing the program
- Develop and support partnerships with professional organizations
- Support Resident education initiatives, including an assessment of current residency training protocol/curriculum related to Reach Out and Read
- Support conversations with and on behalf of medical providers and ROR with administration/leadership within health systems/hospitals and related organizations

External Strategy, Partnerships and Communications:

- Develop strategies to align and coordinate with larger networks, stakeholders, and initiatives in the provider and partner education space
- Partners with the Executive Director to develop, implement and sustain medical provider partnerships at the state and community level to help achieve Reach Out and Read Georgia's goals
- Represents Reach Out and Read externally, such as in meetings, on committees, and through presentations
- Work with the Program Managers to facilitate learning among medical network

Other:

- Regular travel, approximately 25% time throughout Georgia
- Georgia driver's license and regular access to dependable vehicle for frequent in-state travel
- Attendance at Reach Out and Read National Conference and other conferences as needed

Experience:

- 7 years minimum experience within the fields of health care, early education, education, training, and/or volunteer management with demonstrated success in leading aspects of both external relationships and internal operations of initiatives and strategies
- Background in, or familiarity with early childhood development, medicine, or family literacy is helpful, as is experience working in or with community initiatives, health centers and/or physicians
- At least 5 years of program/project coordination experience in a non-profit or medical setting

Education:

- Bachelor's Degree required; Master's Degree preferred

ABOUT REACH OUT AND READ:

Reach Out and Read gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together.

Doctors, nurse practitioners, and other medical professionals incorporate Reach out and Read's evidence-based model into regular pediatric checkups, by advising parents about the importance of reading aloud and giving developmentally-appropriate books to children. The program begins at the 6-month checkup and continues through age 5, with a special emphasis on children growing up in low-income communities. Families served by Reach Out and Read read together more often, and their children enter kindergarten with larger vocabularies, stronger language skills, and a six-month developmental edge.

To Apply:

Submit resume and cover letter to georgia@reachoutandread.org

For more information visit www.reachoutandread.org/georgia
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EQUAL OPPORTUNITIES We value diversity and are committed to equal opportunity in employment. All genders and members of all racial and ethnic groups, people with disabilities, and veterans are encouraged to apply.

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