



Program Manager
Piedmont Region – South Carolina

The Opportunity

Reporting to the Senior Program Manager, the Piedmont Region Program Manager has a unique opportunity to help shape the future direction of Reach Out and Read in the piedmont and midlands region of South Carolina. The Piedmont Program Manager will be a valued team member who plays an essential role supporting early childhood systems integration work through the medical home and community. This is a highly relational job, both within a tight-knit virtual team, and when working directly to support our medical and clinic 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 and family cultures. By establishing collaborative relationships with medical providers and staff at multiple program sites and providing professional development services and technical assistance, the Program Manager provides the support needed to adhere to Reach Out and Read best practices. The Program Manager has frequent contact with their assigned programs through in-person and virtual visits- as well as through phone and email- and develops champions for the Reach Out and Read program among medical providers and staff.

You are an ideal candidate for the position if you are a results-oriented professional who is eager to expand, improve and support programming and communicate effectively with external partners to achieve outcomes. You will be best suited for this position if you are comfortable interacting with a number of different stakeholders, interested in providing excellent customer service, able to progress work independently and able to stay solutions focused. As the Program Manager you will need to be a problem solver eager to learn new skills and technology; adapt to an evolving and growing organization; and work as an effective team member with remote colleagues in a virtual working environment.

Key Responsibilities

The primary functions of this position consist of the following:

Programmatic Assistance and Support (50%):

- Maintain regular contact with ROR Clinics to develop relationships with clinical and administrative staff in order to assess quality, deliver support and identify additional needs .
- Assess ROR Clinics' adherence to the Reach Out and Read program model and utilize Site Quality Classification form and Quality Matrix to determine model fidelity.
- Create and implement program quality improvement plans to support clinical site's efforts to reach a higher level of program quality as needed.
- Support clinical site's implementation of program quality improvement processes, monitor progress, and reassess, in partnership with the clinical staff .
- Support clinical sites' leaders to identify and overcome barriers that negatively impact their program's quality and sustainability.
- Conduct in-person and virtual site visits with Reach Out and Read clinics in assigned region with a frequency appropriate for sites' identified needs and quality rating.
- Cultivate Reach Out and Read champions and advocates from among each clinic's medical providers and staff.

- Offer all medical providers opportunities to participate in professional development opportunities to include CME accredited courses available through the online learning community, Reach Out and Read Regional Summit, and partnership webinars.
- Guide new clinical sites through the process of applying, training providers, and implementing Reach Out and Read.

Community Connectivity (30%)

- Collaborate with early childhood systems work in region counties to ensure the medical home is activated as a partner in support for families.
- Coordinate resources and services with community partners as needed.
- Represent Reach Out and Read in community meetings and convenings.
- Participate in asset mapping work to better understand geographic territory.

Program Data and Reporting (10%):

- Review progress report data for assigned programs and use it to inform technical assistance plans and quality ratings for each program.
- Track and document quantitative and qualitative program data using established tools and databases.
- Provide data summaries for assigned region to support funding applications, partnership development and advocacy activities, as requested.
- Support clinical sites within assigned territory to ensure completion of required reporting, including Progress Reports, parent surveys, and Outlines of Roles and Responsibilities. Analyze, understand, and address barriers to accurate completion/participation in processes.

Book Support and Funding (10%):

- Support programs in selection and ordering of books to meet the needs of their patients.
- Provide support for efficient tracking processes to support accurate data collection and reporting.
- Document programs' book funding sources.
- Assist with fund development and advocacy in connection with programs (e.g. arrange Site Visits for prospective or existing donors or legislators).
- Identify programs in need of book funding support and collaborate with the Leadership Team in the allocation of funding to individual programs.

Qualifications and Experience

There are innumerable ways to learn, grow and excel professionally. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. We are most likely to be interested in your candidacy if you can demonstrate the majority of the qualifications and experiences listed below:

- Experience implementing professional development programs and quality improvement processes.
- Excellent customer service skills with a desire to solve problems and work with doctors, nurses and medical practices.
- Self-motivated, independent worker who functions effectively in a "virtual" work environment, while being an enthusiastic, collaborative team member. Demonstrated ability to take both initiative and direction, maintaining a focus on mission and collective team impact.
- Excellent verbal and written communications skills.
- Ability to prioritize multiple tasks, meet deadlines and adapt flexibly within a rapidly growing organization.
- Ability to effectively use electronic communications systems as primary work processes, including database systems, internet use, and MS Word, Excel, Outlook, and PowerPoint.
- Access to dependable and regular transportation for frequent in-state travel.

Additional desirable qualifications (not required)

- Experience working with healthcare professionals particularly with medical practice change efforts.

- Education and/or experience within the fields of health care, early education, literacy, parenting support or related fields.
- Experience working with diverse populations and underserved communities.

Compensation and Benefits

Salary will be competitive with similar roles at non-profit organizations of a comparable size. Salary range: \$50,000 - \$60,000 annually.

For interested candidates, please submit cover letter and resume to jobs@reachoutandread.org . **REQUIRED: include the job title "SC Program Manager" in the subject line of the email.**

About Reach Out and Read

Founded in 1989, Reach Out and Read gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together. Reach Out and Read's tens of thousands of trained pediatric providers use books as a diagnostic tool during regular check-ups, and teach parents how to engage their child with a book to promote positive parent-child interactions during the rapid brain growth between birth and age five, particularly in economically disadvantaged families who are at risk for adverse outcomes. The daily practice of reading aloud with a parent supports children's literacy and math skill development, their social-emotional development, and prepares them for future success in school. Through its national network of providers, Reach Out and Read is helping to set 4.7 million children a year on a path to a bright future, from birth.

Reach Out and Read is the only national early literacy intervention delivered through pediatric care providers. The program has been the subject of 16 independent studies, the largest body of scientific research for any psychosocial intervention in pediatrics. Research shows that children served by Reach Out and Read are read to more often, enjoy sharing books more, and have better expressive and receptive language skills.

Reach Out and Read Regional Office - serving NC, SC, VA and DC - has been serving children across the region since 1998. The ROR regional team works virtually in communities across the two-state region and is supported by a regional Advisory Board. High-quality implementation of the Reach Out and Read evidence-based model is a primary focus for the RORC team, and fidelity and impact guide our work.

The Impact

1. Reach Out and Read program sites are located in more than 6,000 hospitals and health centers in all 50 states, Washington, D. C., Puerto Rico and the U.S. Virgin Islands.
2. Reach Out and Read serves more than 4.7 million children and their families annually.
3. More than 7.2 million new, developmentally appropriate books are given to children annually.
4. More than 32,000 medical providers currently participate in Reach Out and Read
5. 16 independent studies demonstrate that Reach Out and Read parents are two-and-a-half times more likely to read regularly to their children and, as a result, children's language development is enhanced.

To learn more about Reach Out and Read, visit www.reachoutandread.org.

-----EQUAL OPPORTUNITY EMPLOYER-----

Reach Out and Read is an equal opportunity employer and does not discriminate on the basis of sex, race, color, religion, sexual orientation, national origin, cultural heritage, ancestry, political belief, age, marital status, pregnancy, physical or mental disability or veteran status. Reach Out and Read is compliant with the American with Disabilities Act and we are committed to making special accommodations for your interview or work as a member of our team. If specific accommodations are needed, please notify hr@reachoutandread.org and we will work to accommodate your needs.