



Program Manager
Reach Out and Read Northwest

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 4.5 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.

The Impact

- Reach Out and Read program sites are located in more than 6,100 hospitals and health centers in all 50 states, Washington, D. C., and the U.S. Virgin Islands.
- Reach Out and Read serves 4.5 million children and their families annually.
- More than 7 million new, developmentally appropriate books are given to children annually.
- More than 33,000 medical providers currently participate in Reach Out and Read
- Our peer-reviewed body of evidence demonstrates that Reach Out and Read parents are two-and-a-half times more likely to read regularly to their children, and that children experiencing Reach Out and Read show enhanced language development.

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

The Opportunity

Reporting to the Reach Out and Read Northwest Program Director, the Program Manager has a unique opportunity to help shape the future direction of Reach Out and Read in the Northwest.

The Program Manager is an experienced professional who provides leadership to and coordination of Reach Out and Read programs primarily in Washington with the potential to support some programs in Oregon. The Program Manager works closely with the Reach Out and Read Northwest Program Director and teammates in Oregon and Washington to sustain, expand, and enhance ROR programs and raise awareness in local communities and among strategic partners, helping to ensure that children across the Northwest arrive at kindergarten prepared to succeed. This is a highly relational job, both within a

virtual team, and when working directly to support our medical and clinic partners. 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. 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. The position provides a unique opportunity to contribute to taking a nationally proven program to scale in the Northwest, while simultaneously providing creative, collaborative leadership in an organization that partners with both the health care system and early learning efforts.

The Program Manager is responsible for providing multi-site program support and quality assurance to enhance the capabilities of our existing programs in the Northwest. The Program Manager will cultivate relationships with medical providers and strategic community partners to expand our reach in alignment with organizational goals. The Program Manager is a visible leader and valued strategic contributor, actively helping cultivate and maintain public, private, and strategic partnerships. The Program Manager will contribute to a positive work culture and be expected to be visionary in their approach.

Key Responsibilities:

Technical Assistance and Quality Assurance (60%)

- Develop relationships with clinical and administrative staff and cultivate Reach Out and Read champions and advocates from among each clinic's medical providers and staff.
- Provide regular and on-going technical assistance and support to all programs to assess site adherence to the ROR program model, assign quality ratings, and identify additional site needs.
- Conduct site visits to assigned programs with a frequency appropriate for sites' identified needs and quality rating.
- Create and implement technical assistance plans to support sites' efforts to reach a higher level of program quality, as needed.
- Support programs' implementation of program quality improvement processes, monitor progress, and reassess, in partnership with program sites.
- Support site leaders to identify and overcome barriers that negatively impact their program's quality and sustainability.
- Ensure all programs have training processes in place for their providers, so that existing and new providers can provide a high-quality program.
- Assist in implementing, updating, and creating quality assurance or improvement tools.
- Guide new programs through the process of applying, training providers, and implementing ROR.
- Offer professional development and continually assess opportunities to provide additional services and supports to programs, providers, and staff.
- Identify opportunities for health system engagement through interactions with site contacts, build relationship with system leaders, and articulate best practices for program sustainability.

Program Data and Reporting (20%)

- Assure sites' completion of twice-yearly progress reports. Analyze, understand, and address barriers to accurate completion.
- Review progress report data for assigned sites and use it to inform technical assistance plans and quality ratings for each site.

- Continually track and document quantitative and qualitative site data, using established tools and databases.
- Maintain accurate data within the myROR database.
- Gather, analyze, and report data from myROR as needed to support funding applications, partnership development, and advocacy activities, as requested.
- Collect anecdotal data, stories, testimonials, photos from ROR programs for use in development and communications.

Book Support and Funding (10%)

- Support sites 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.
- Identify programs in need of book funding support and collaborate with the Regional Program Director to use an equity lens in the allocation of funding to individual sites.
- Coordinate the distribution of book funds and/or books to sites when funds are available.

Partnership Development and Sustainability (10%)

- Assist the Regional Program Director in implementing local, regional, and statewide partnerships to help ROR programs integrate with existing statewide early learning and family support systems.
- Provide information and support to sites regarding partnership opportunities that help sustain and enhance their programs long term.
- Develop and implement efforts to prioritize and expand programs in rural areas and clinics serving high BIPOC and/or Medicaid populations in alignment with organizational goals.
- Attend relevant community and coalition meetings as aligned with organizational strategy and goals.

Supervision

- Supervise other program staff, as assigned.

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:

- Commitment to the Reach Out and Read mission and model, to increasing equity in opportunity and outcomes for children, and to recognizing factors known to significantly impact differential outcomes for children, including race, ethnicity, language, and socio-economic status.
- Experience providing technical assistance and/or implementing professional development programs.
- Ability to prioritize multiple tasks, meet deadlines, and adapt flexibly within a growing organization and a changing healthcare and political environment.

- Excellent interpersonal, oral, and written skills to interact effectively with medical staff, providers, and colleagues.
- 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.
- Education and/or experience within the fields of health care, early education, literacy, parenting support or related fields.
- Ability to effectively use electronic communications systems as primary work processes, including database systems, internet use, and MS Word, Excel, Outlook, PowerPoint, and Salesforce.
- Demonstrated ability to think creatively and solve problems, with attention to detail and follow through.
- Demonstrated success cultivating and sustaining partnerships and relationships among diverse stakeholders and organizations.
- Ability to coach, influence, mediate, and deliver results through others.
- Ability to analyze, synthesize, and utilize data to determine trends over time and develop quality improvement plans and communicate with internal and external stakeholders.

Additional desirable qualifications (not required)

- Experience with medical practice change efforts and quality improvement processes.
- Database management.

Position Specifications

- Full time, exempt position. The Program Manager works from a home-based office and may reside in any location within the state of Washington. Regular travel throughout Washington, plus availability to attend team retreats, site visits, and meetings in Oregon and Washington and one to two national meetings per year is required. *Note: Currently, Reach Out and Read is under fully remote work conditions until further notice, given the COVID-19 pandemic.*
- Other duties as assigned.

Compensation and Benefits

Salary will be competitive with similar roles at non-profit organizations of a comparable size, and you will receive a robust benefits package. The target salary for this position is \$65,000 commensurate with experience. We offer medical and dental insurance, 401(k) retirement plan with match, paid vacation, professional development stipend, and more.

To Apply

Please email a cover letter and resume, with the subject line “ROR Northwest Program Manager Application” to jobs@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.