



JOB TITLE: Program Manager (Bilingual Spanish/English)

ORGANIZATION: Operation Access

HOURS: Full-time

COMPENSATION & BENEFITS: A salary range starting at \$67,000 (depending on experience). Benefits include health/dental/life insurance, retirement match, paid volunteer time off, a generous holiday schedule, vacation/sick time, partial-remote work options (live in northern California region with the ability to attend in-person meetings, as needed), a phone/internet subsidy, personal and professional development funds, and a sustainable work/life balance.

To apply, send a cover letter and resume to hr@operationaccess.org.

THE ORGANIZATION:

Operation Access is a nonprofit organization that partners with medical providers to donate surgical and specialty care to uninsured people. We advance health care equity for people facing barriers to care, including many immigrants. We are growing from a 9-county service footprint in the San Francisco Bay Area to a region of at least 24 northern California counties. The organizational culture is rooted in collaboration, distributed leadership, and celebration.

JOB OVERVIEW: The Program Manager recruits and utilizes medical volunteers, develops and leverages hospital, medical group, community clinic, and community organization partnerships, manages patient care coordination, and collaborates with other members of our team to advance our mission.

MAJOR RESPONSIBILITIES:

Organizational and Project Leadership

- Manage program activities, focusing on North Bay counties, most likely Marin and Solano.
- Other responsibilities may be assigned and other areas of leadership are encouraged.

Program Management

- Manage planning activities for the development of our program in assigned regions, including quarterly and ongoing regional action plans that advance our strategic objectives.
- Assess and manage implementation of changes to program scope, scale, and facility partners.
- Manage key partnership and community relationships.
- Develop protocols for working effectively with specific facilities and practices, according to the expectations, requirements, and capacity of each partner.

Clinics and Community Partnerships

- Oversee referrals from community clinics and manage proactive communication with clinics to ensure proper use of our referral system.
- Participate in local task forces, coalitions, work groups, and community clinic meetings relevant for our program.
- Develop and utilize knowledge of local safety net systems for target population

Patient Care Coordination

- Provide culturally competent patient case management and oversight for other patient care in the area to ensure quality health outcomes.
- Adhere to program-wide referral system, ensuring communication with other regional teams.
- Match referrals to participating specialist volunteers and schedule patients for specialty appointments.
- Send appointment letters, coordinate transportation for patients, as needed, serve as point of contact with patients and specialists.
- Perform tasks integral to the coordination of charity care such as requesting Medical Record Numbers, resolving bills, troubleshooting issues.

- Provide support with intake activities and reminder calls, as needed.

Volunteer Management & Surgery Session Coordination

- Recruit medical volunteers to meet referral demand from community health center partners and to maintain a sustainable volunteer base.
- Cultivate relationships with active volunteers, including volunteer champions at each hospital, to act as lead ambassadors to recruit medical volunteers.
- Organize and attend Saturday Surgery sessions where some services are provided by all-volunteer teams. Provide interpretation for Spanish-speaking patients at surgery sessions.
- Develop meaningful volunteer recognition activities, including annual awards and regular events.

Communications and Evaluation

- Monitor program trends to identify bottlenecks and opportunities to strengthen organizational capacity.
- Create content (including patient stories and volunteer testimonials) for use in communications materials such as the annual report, newsletters, website, and social media.
- Contribute to internal and external reports for key partners, stakeholders, and funders.
- Collaborate with staff leads to evaluate and respond to results of patient, volunteer, and clinic surveys.
- Showcase our program, volunteers, and partnerships through collaboration with hospital public affairs teams and media outlets.

Organizational Support

- Contribute to quality improvement activities by identifying areas of development and working with staff to consider and implement meaningful process changes.
- Identify and pursue fund development opportunities by leveraging strong community relationships, including requests for donated products and services as well as financial sponsorship.
- Participate actively in our internal meetings, office projects, and office-wide mailings.
- Promptly update organizational databases, including obtaining missing contact information.
- Additional duties as assigned.

REQUIRED QUALIFICATIONS:

- Fluency in Spanish and English
- Proficiency with Microsoft Office Suite
- Self-motivated, fast learner able to keep pace with a growing demand for services
- Demonstrated skills utilizing emotional intelligence to cultivate colleague and stakeholder relationships
- Superior organizational skills and attention to detail
- Able to work some evenings and at least two Saturdays per quarter
- Excellent written and oral communication skills; comfortable with some public speaking
- Ability to articulate our mission & effectively lead volunteers and stakeholders to fulfill that mission

PREFERRED QUALIFICATIONS:

- 3-5 years of work experience in healthcare or related field
- Bachelor's degree in a related field
- Knowledge of local health care organizations
- Experience with Microsoft Teams and Salesforce
- Experience with medical interpretation and knowledge of medical terminology
- Experience or interest in IT or systems development and troubleshooting
- Experience or interest in communications, design, or website development
- Resides in the community being served through this position
- AmeriCorps, Peace Corps, & other national service alumni encouraged to apply

As an equal opportunity employer, Operation Access is committed to building a diverse, inclusive culture with a commitment to our values and mission. We strongly encourage applications from people of color and other diverse backgrounds.