

SAMPLE JOB DESCRIPTION

Job Title: PROGRAM COORDINATOR - MEDICAL-LEGAL PARTNERSHIP (HOSPITAL SETTING)

JOB SUMMARY:

The incumbent will be responsible for guided management and coordination of the Medical-Legal Partnership (MLP), a unique collaboration between medical and behavioral health providers, and the legal partner. The program strives to provide resources to address certain legal components of fundamental social factors that impact a child, adult, and family's health and ability to thrive. The MLP coordinator will be responsible for supporting efforts to cultivate sustainability and growth beyond the current parameters. Responsibilities will involve collaborative partnership development between MLP team members, hospital staff, community members, academic centers, the legal community and the MLP Advisory Board. Additional responsibilities include partner liaisons, contract management, and program evaluation support. The Coordinator is also responsible for sustainability planning, program development planning, grant writing, donor cultivation, relevant cost saving analysis and program promotion. Program development support will also occur by identifying opportunities for expansion or replication, supporting similar regional efforts, identifying logical new program opportunities, and serving as an expertise resource. A key area includes tracking cost benefits and developing systematic reporting.

QUALIFICATIONS:

*The **minimum** qualifications listed below (along with education/experience) are representative of the knowledge, skills, and abilities needed to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this position.*

Education and Experience:

Required Education/Experience:

- Bachelor's degree in business, public administration, health administration, social work, legal services, or related field, or equivalent combination of education and experience.
- Minimum four years related experience, including administrative/program development within a health care organization or similar and experience in systems improvement.
- Understanding of basic health needs, the impact of social determinants, and the healthcare disparities affecting the care of children and individual patients.

Required Credentials:

- N/A

Preferred:

- Experience and education in the area of law or public policy.
- Master's degree in business, public administration, health administration, public health, social work, legal services, or related field.
- Five years increasingly responsible experience with program management, coordinating work flow, communications design and outreach, program evaluation, and data and information tracking.
- Five years increasingly responsible experience with fundraising, event planning and grant writing.
- Experience with large health care organizations' decision making processes; working knowledge of large health care organizations' structure or similar structure.
- Experience strategizing and implementing program goals and objectives in a complex and/or multi-faceted organization.
- Experience with interdisciplinary projects.

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Knowledge, Skills, and Abilities:

- Ability to work independently; highly self-directed with excellent organizational skills.
- Ability to work with diverse, multi-disciplinary groups.
- Demonstrated ability to work effectively and collaboratively with diverse stakeholders and shareholders.
- Excellent written and oral communication skills; excellent and effective interpersonal skills.
- Familiar with finance, outcome measurement, and data tracking.
- Knowledge of health care disparities and social determinants of health.
- Research and analytic skills necessary for reports, information gathering, and synthesis.
- General knowledge of legal processes and civil legal issues.

SAMPLE JOB RESPONSIBILITIES AND ACCOUNTABILITIES:

Build program sustainability:

- Develop and nurture a broad working understanding of the history, purpose, outcomes, and current events related to medical-legal programs, adequate to effectively execute strategic planning for the sustainability and growth of MLP.
- Assist in the establishment of goals and objectives related to program sustainability and expansion.
- Lead activities related to the promotion of the program to hospital administrators, the MLP Advisory Board, and existing and potential community partners including reporting outcomes and facilitating the development of media/marketing materials.
- Seek and obtain grant-funding, including grant writing.
- Explore ways for generating financial resources based on existing program wisdom.

Provide direct support to MLP staff, medical providers, and community stakeholders:

- Coordinate and participate in presentations and trainings.
- Facilitate patient/family access to MLP via marketing and communications materials.
- Support provider education and access to MLP resources to advocate on behalf of patients and families.
- Effectively represent the values and mission of MLP in all community based activities.
- Assist and support family, provider, and community feedback to MLP.
- Coordinate and attend MLP local and national meetings.
- Coordinate MLP communications between team members and partners.

Manage MLP Advisory Board:

- Provide staffing at a level necessary to fully support the MLP Advisory Board, including but not limited to planning the agenda in collaboration with the board chair, taking and distributing minutes, and staffing committee meetings.
- Reassess appropriateness of board information packet and update as necessary.
- Assist in the recruitment and engagement of new board members in conjunction with board chair and committee members.
- Assess needs of MLP program and work with board committee to recruit board members with needed skills.

Participate in program monitoring, reporting and improvement activities:

- Develop and implement routine reporting for hospital and other partners.
- Produce financial and narrative reports for foundations and community grantors, adhering to strict reporting guidelines.
- Assist in the development of tracking and monitoring key measures using database systems.
- Assure methods of data organization are current, complete and adequate, monitoring information such as referrals, legal consults, and pro bono activities.

- Produce reports and collaborate in the interpretation of report findings.
- Contribute to the sharing and distribution of information relative to MLP to appropriate partners.
- Contribute to process and program improvement activities using evaluative information and utilizing efficient change models.

Develop and implement Financial Benefit Protocols:

- Seek ways to measure cost-savings and other benefits for the hospital and/or community partners in relation to MLP services.
- Maintain a database of cases that have the potential to collect revenue or recover or avoid costs for healthcare partners.
- Maintain communications with MLP attorneys and hospital staff, including from Revenue Cycle and Finance, that can provide the needed details to determine MLP impact and potential return on investment.
- Produce reports demonstrating cost recovery.

Cost Management:

- Manage MLP budget, grants from foundations and other sources, legal contracts, invoices, and costs related to staff travel.
- Monitor MLP budget, contracts, invoices, resources and tracking system in accordance with established protocols.
- Review financial reports monthly to ensure expenditures meet budget goals. Prepare variance reports and action plans as needed.
- Develop and use budget template for use in reporting to MLP Advisory Board, leadership, grant proposals and similar.