



**Ravenswood Family Healthcare Innovation Project**  
"A CMS Health Care Innovation Project"  
Job Description  
**Project Director**

**Position Summary:**

The Project Director will be responsible for managing the planning and implementation of a large-scale quality improvement project at Ravenswood Family Health Center; working to ensure that goals and deliverables are met on time and on budget. The Project Director will collaborate with the project's steering committee and subcommittees, and will coordinate the integration of our partners and sub-grantee organizations into the project. Because the project is funded by a CMS Health Care Innovation Award and has strict requirements related to evaluation, the Project Director will have a substantial role in supporting RFHC in meeting the project's evaluation requirements.

**Responsibilities:**

1. Provide project oversight, coordination, and process development to ensure timely development and completion of deliverables from RFHC and Sub-Grantees including but not limited to:
  - a. Quarterly reports to CMS
  - b. Project plans
  - c. Care Team Definitions, Structure, Workflows, Expectations
  - d. Care Transition agreements, structure, workflows
  - e. Integration of health partner organization services with RFHC's services (for example, external behavioral health and recovery services)
  - f. Evaluation for CMS and project leadership of RFHC's interventions, external sub-grantee interventions, and other project components
  - g. Data reports and analysis
  - h. Updated documentation of roles, responsibilities, and job descriptions for positions created or modified under the conditions of the grant
2. Managing for sub-grantees contracts and relationships
3. Facilitate the project management team; serve as a liaison to select other committees
4. Support project teams in their analysis of internal and external outcome data
5. Work closely with the Staff Development Director to meet the project's workforce development goals, which include the development and integration of a training plan

**Skills and Abilities**

1. Excellent customer service with demonstrated respect for confidentiality of patient and community member information per HIPAA standards.
2. Excellent written and verbal communication skills including compiling and writing meaningful reports.
3. Flexible, creative, well organized with ability to multi-task
4. Experience working in a team-based environment, including experiencing building and motivating teams
5. Solid personal computing skills, including Microsoft Office (Word, Excel and PowerPoint) to support data collection and reporting.
6. Willingness and ability to accept responsibility, work collaboratively as part of a team, make sound judgments, know and work within professional boundaries of skill; communicate with and relate to diverse ethnic groups and a variety of personalities and learning styles
7. Ability to work independently, to prioritize, organize and carry out work assignments with minimal supervision.
8. Ability to communicate effectively and work directly with patients, physicians, staff, managers, department heads, community organizations and members. Understand and commit to the goals and



philosophy of Ravenswood Family Health Center and its mission *“to improve the health status of the community we serve by providing high quality, culturally competent primary and preventive health care to people of all ages regardless of immigrations status or ability to pay”*.

**Qualifications:**

1. Master’s Degree in Public Health or related field
2. Minimum of 5 years of experience in a Health Care Program Management Role
3. Project Management certification desirable
4. Experience in managing multi-agency collaborations
5. Experience in health care delivery systems operations
6. Knowledge and experience in developing and implementing integrated health care systems
7. Demonstrated knowledge of concepts of health care delivery cost containment and managing high risk, high cost and high frequency patient populations
8. Knowledge and experience with care management models in primary care, particularly for chronic disease

Ravenswood is an equal opportunity employer

Qualified Applicants should submit their resume and salary requirements to:

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org) or mail them to:

Ravenswood Family Health Center  
Attention: HR  
1798a Bay Road  
East Palo Alto, CA 94303  
FAX: 650.321.8576