



PRIMARY CARE  
DEVELOPMENT  
CORPORATION

**Primary Care Development Corporation (PCDC)  
Position Announcement**  
***Senior Program Manager – Performance Improvement***  
***AIDS Service Organization and Community-Based Organization Fiscal Health & Sustainability***

**Primary Care Development Corporation (PCDC): Catalyzing Excellence in Primary Care**

Quality primary care is transformative and a cornerstone of healthy, thriving communities. PCDC catalyzes excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity. PCDC, a nationally recognized 501(c)(3) nonprofit organization, helps primary care practices improve delivery of care by providing affordable capital as well as a variety of training and technical assistance services. Since its founding in 1993, PCDC has assisted over 1,000 practices from more than 35 states and has leveraged \$1 billion to improve care in low-income communities.

**PCDC's Performance Improvement Practice** partners with health care organizations including community-based and AIDS services organizations (CBOs and ASOs), helping them understand their challenges, develop customized plans for change, define and achieve measurable outcomes and create lasting and sustainable impact for their organizations and those they serve. Some of our areas of expertise include:

- Clinical and Population Health Management (Care Management & Coordination, Behavioral Health Integration, Sexual & Reproductive Health)
- Primary Care Services Integration, including HIV Services Integration, Primary Care Practice Operations and Compliance

PCDC provides free training and technical assistance to ASOs, CBOs and health care organizations (HCOs) through two HIV capacity building programs, with the goal of expanding and improving the delivery of HIV services. Our [HRSA-funded "Sustainable Strategies" national Training and Technical Assistance program](#) supports AIDS Service Organizations (ASOs) and Community-Based Organizations (CBOs) to improve engagement and retention of People Living with HIV/AIDS (PLWH) in care by enhancing their service models or partnering with the health care system. Our services are focused on the HRSA Ryan White HIV/AIDS Program (RWHAP) and the National HIV/AIDS Strategy (NHAS).

**Position Overview**

The **Senior Program Manager** is responsible for the coordination and delivery of training and technical assistance (T/TA) to ASOs and CBOs across the nation that provide HIV/AIDS services to PLWH. The Senior Program Manager manages and implements the day-to-day operations of PCDC's HRSA-funded National T/TA Program that focuses on the following areas:

- Creating successful partnerships with health care organizations to improve services along the HIV Care Continuum for People Living with HIV (PLWH)
- Expanding medical services to improve services along the HIV Care Continuum for PLWH
- Exploring becoming a Federally Qualified Health Center (FQHC) or FQHC lookalike to improve services along the HIV Care Continuum for PLWH

This position reports to PCDC's Senior Director for Clinical and Population Health and is responsible for supervising a Project Manager and providing task management for a Project Coordinator. In addition to the responsibilities below, the Senior Program Manager is expected to work with the Senior Director in assisting broadly with PCDC initiatives, particularly those centered on HIV-related care, such as development of grant proposals and analysis of federal and state policy trends impacting HIV-related care.

## Primary Responsibilities

- Oversee all components of the program's training and TA services
  - Manage the implementation of virtual learning communities and online learning modules
    - Select themes and topics, identify experts, develop content and deliver communities/modules, including evaluation and follow up communication
    - Oversee management of virtual products including development and marketing
    - Assess utilization of virtual products and lead the review of evaluation data to ensure future program improvement
  - Oversee the triage of T/TA requests to appropriate resources
    - Track and oversee proactive triage of national T/TA requests
    - Assess currently available TA providers, topic areas covered, and eligibility requirements for TA recipients
    - Develop a referral list/triage system and train staff on triage and referral processes
    - Monitor and evaluate triage and referral processes
    - Develop and deliver national webinars on issues in health care impacting PLWH
- Serve as primary interface with HRSA and other federal staff in reporting on project status
- Manage the work of project consultants, including consultants used as subject matter experts
- Identify new training and T/TA resources related to improving HIV services
- Develop and maintain partnerships and relationships with key stakeholders, including overseeing an advisory committee of subject matter experts

## Additional Requirements

- Occasional travel to attend key meetings and conferences throughout the United States, and its affiliated territories, including weekends and evenings (estimated 5-10% of the time)

## Required Skills and Experience

- Bachelor's Degree in a relevant field (e.g. public health, social work, nursing, health care administration)
- 5 years of experience in health care delivery and/or clinical operations
- Experience in HIV prevention and treatment services, either through direct service or management
- Experience with project management/training in a health care environment
- Excellent skill in working with teams to accomplish shared objectives
- Strong presentation, facilitation, verbal, and written skills
- Ability to strategically and tactically organize and structure activities
- Highly proficient in software required to perform job duties, including Word, Excel, PowerPoint and Outlook. Able to learn new tools/software as needed.
- Desired/Preferred:
  - Graduate degree preferred (MPH, MHA, MSW, etc.)
  - Experience working with HRSA Ryan White grantees
  - Experience in curriculum and training development

We offer a competitive salary and comprehensive benefits package. **For immediate consideration, please email your cover letter, resume and salary requirements to: [employment@pcdc.org](mailto:employment@pcdc.org) with "Senior Program Manager - HIV" in the subject line.**

*The Primary Care Development Corporation (PCDC) is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, gender, gender identity or expression (including transgender status), sexual orientation, national origin, ancestry, citizenship status, age, disability or handicap, veteran status, marital status, pregnancy, genetic information or any other characteristic protected by applicable law.*