

West Tennessee Program Manager Job Description

About the program:

Rural Health Association of Tennessee is a sponsor agency to registered apprenticeship programs in rural West Tennessee. Apprenticeships provide a proven, reliable pipeline for underrepresented minorities, women, and veterans to gain training, certification, and placement within healthcare professions. Through an innovative selection, certification, and hiring process, we are bridging a talent gap and meeting the demands of West Tennessee's healthcare workforce. Apprentices complete a 6-week "pre-apprenticeship" curriculum before beginning a one year, paid on-the-job training with the program's hiring partners. The program is funded through a grant from the Delta Regional Authority, with support from Anthem Foundation.

Position Description:

The West Tennessee Program Manager will support the successful launch of this new program in 5 West Tennessee counties. The position will be based in one of these communities, with occasional travel to RHA of TN's Decaturville office. Candidates should be self-motivated, well connected in the community, comfortable with ambiguity, and have strong customer service skills. The role performs a wide range of duties including some or all the following:

- Work with program partners such as K-12 schools, HOSA programs, and afterschool programs to recruit and select candidates for pre-apprenticeship
- Work with employers to in becoming registered apprenticeship programs, including outlining the pathway to certification for apprentices
- Maintain and develop strong employer relationships; process and fulfill employers' apprentice requests; address employer issues and concerns
- Screen candidates and conduct apprentice candidate interviews
- Respond to candidate and apprentice inquiries via email and phone
- Support apprentices while in training and on the job, including communication with training partners and employers regarding apprentice performance
- Coordinate apprentice orientations and events, including preparation of materials
- Manage and update candidate and apprentice data in assessment portal and grant reporting systems
- Keep apprentice and company data updated in relevant CRM and management systems
- Assist with creating and maintaining training materials
- Maintain file integrity and confidentiality, monitor records and assure compliance
- Maintain all required documentation for DOL, grant reports, and RHA of TN leadership
- Exercise initiative and independent judgment in performing duties; apply judgment to resolving problems
- Assist RHA of TN with special projects and other duties as needed
- Serve as the primary point of contact for the Delta Regional Authority

Qualifications:

- Bachelors degree preferred with minimum 2-year's experience or 5 year's relevant program management experience
- Must be detail-oriented, accurate, motivated, proactive, and able to meet deadlines
- Able to plan, prioritize, and complete tasks with minimum supervision
- Excellent written, verbal and interpersonal communication skills in a business environment with attention to detail
- Strong customer service skills, organizational skills and a positive attitude
- Experience working with multiple stakeholders including government, education and private sector
- Proficient using technology as a management reporting tool
- Experience working with a high-performing and collaborative team
- Personal qualities of integrity, credibility, and a commitment to improving health in Tennessee

Preferred Skills:

- Experience working with education, apprenticeship programs, and/or healthcare
- Experience with Member Management databases (such as Salesforce or other)
- Experience working with a remote team and remote management

Additional Information:

- Position is full-time. Funding is for 2 years, with hopes to renew.
- Salary range is \$35, - \$50 depending on experience, with an insurance benefit option
- Flexible work arrangements with option for home office and/or community-based setting
- Satisfactory completion of a background check is required
- Salary will be commensurate with experience
- Qualified candidates should send a resume and cover letter detailing interest to: rhat@rhat.org

About Rural Health Association of Tennessee:

RHA of TN is a 501(c)3 non-profit with the mission to improve the health of rural Tennesseans through advocacy, education, and service. As a member-driven organization, the goal of the association is to serve as a trusted resource to our partners in addition to facilitating opportunities for collaboration to tackle Tennessee's toughest health issues. RHA of TN is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law.