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BI-STATE PRIMARY CARE ASSOCIATION Position Description

Title: Facilitator, Data and Engagement
Reports To: Director, Health Data Operations
Employment Classification: Full Time; Salaried; Exempt
Directly Supervises and Evaluates: None
Date Last Updated: May 10, 2023
Current Incumbent: Vacant

Purpose of the Position:

To collaborate with Bi-State staff members and community health centers on the implementation of grant-funded projects and initiatives supporting access and quality of health care for all. To strengthen the capacity of health centers and other safety-net providers to serve medically underserved areas and populations. To solve problems and create positive outcomes by sharing best practices, facilitating trainings, connecting partners, and developing actionable data.

General Description:

Reporting to the Director, Health Data Operations, and in accordance with Bi-State policies and procedures, the Facilitator, Data and Engagement is a grant-funded position responsible for assisting in the implementation of grants to support the statewide health center network and other initiatives. Projects may include, but not be limited to: assisting with the growth of provider education and networking sessions, engaging with the federally qualified health centers (FQHCs) on data, evaluation, and quality improvement, assisting with the development, implementation, and maintenance of data discovery tools, and providing subject matter expertise to FQHCs in one or more dedicated topics (e.g., justice, equity, diversity, and inclusion; emergency management planning; climate and health; mitigating social drivers of health, etc.). The Facilitator will have responsibility for leading components of project work, conducting day-to-day project management, developing communications, including, but not limited to, member updates, and reports, and evaluating projects.

Bi-State is an equal opportunity employer, willing to provide reasonable accommodations for qualified individuals with disabilities. Employees who require accommodation to perform the essential functions and requirements of their positions should address questions or concerns with Human Resources.

Essential Duties:

1. Assist implementation and management of federal and state grants and projects related to Bi-State and/or VT Rural Health Alliance (VRHA) objectives and activities, leading initiatives, as assigned.
2. Facilitate in-person and virtual peer networking opportunities and resources; identify improvement opportunities and action items and propose solutions.
3. Research, collect, compile, analyze, map, and display data and other information from Bi-State and VRHA members for use by all Bi-State staff and members. Engage members and key stakeholders with this data/information.
4. Develop knowledgebase and resources, as appropriate, on one or more dedicated topics in support of health center needs (e.g., justice, equity, diversity, and inclusion; emergency management planning; climate and health; mitigating social drivers of health, etc.) in support of health center needs.
5. Evaluate the results of activities and projects and make recommended policy and process changes based on such evaluations.

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6. Identify, recommend, and cultivate collaborating partners for the network and network projects.
7. Prepare and disseminate information to members and stakeholders about Bi-State/VRHA projects, best practices and results; use judgment to determine most effective dissemination of the same.
8. Represent Bi-State and/or VRHA at community, state, and national meetings as necessary.
9. Respond to member, state, and federal requests for information and reports on a timely basis, i.e., inquiries, work plans, progress reports, environmental analyses, and statewide strategic plans.
10. Demonstrate strong customer service focus and service excellence. Emphasize customer/stakeholder satisfaction and concern for customer/stakeholder impressions of Bi-State.
11. Contribute to member communications, website, Executive Summaries to the Board of Directors, Annual Report, Semi-Annual Report, and other organizational publications/reports.
12. Attend Bi-State's scheduled All Staff meetings, as well as other meetings as appropriate and as requested.
13. Periodically travel on Bi-State business.
14. Maintain positive internal and external communication with Bi-State's staff, members, and Board of Directors.
15. Actively serve as an ambassador from Bi-State to the community, building collaborative connections, and looking for opportunities to increase income for the organization. In coordination with your supervisor, identify, cultivate, solicit, and provide stewardship to potential and current donors and sponsors; develop opportunities for fee-for-service consulting; write grants; promote the group purchasing program; and look for opportunities to attract new members and strengthen relationships with existing members.
16. Practice compliance with all applicable state and federal laws regarding Protected Health Information and Protected Personal Information data privacy, protection, and storage.
17. Operationalize the mission and vision of the organization.
18. Live the values of the organization: Learning, Responsiveness, Respect, Social Justice, and Integrity.
19. Other responsibilities as assigned by your supervisor, the Sr. Director of Operations, the Sr. Vice President of Policy and Strategy, and/or the President and Chief Executive Officer.

Qualifications:

Knowledge/Degree/License Requirements:

1. Four (4) year baccalaureate degree or equivalent experience preferred.
2. One (1) to three (3) years' relevant experience preferred.
3. Knowledge of health care environment and health care marketplace preferred.
4. Valid United States driver's license.

Skills Requirements:

1. Possess strong computer skills and the ability to use Bi-State systems.
2. Possess data analysis and data management skills (or interest in developing these skills), project management skills, strong attention to detail, curiosity, and learning agility.
3. Possess group leadership and facilitation skills with demonstrated success working in a team-based environment.
4. Possess strong oral and written communication skills.
5. Possess strong interpersonal skills.
6. High level of independence and motivation and excellent judgment required as the incumbent will regularly exercise independent discretion.
7. Ability to maintain accurate office records and files and produce accurate, timely written reports using organizational systems.
8. Familiarity with automated office equipment.
9. Ability to meet deadlines.
10. Ability to maintain strict confidentiality.
11. Ability to understand and follow complex instructions.

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- 12. Ability to respond appropriately and professionally to staff and members of the public, in person, in written communication, and on the phone.
- 13. Ability to work well in fast-paced environment, juggle many priorities and handle stress in a professional and positive manner.
- 14. Ability to interpret data and apply as needed to varying uses, such as grant applications guidelines.
- 15. Ability to pass a criminal background check (which is required to access confidential data from the State of Vermont).

Physical Requirements:

- 1. Most time spent sitting, with up to one-third (1/3) of time walking or standing. There are no restrictions on ability to interrupt periods of sitting.
- 2. Minimal lifting.

Working/Environment Conditions:

- 1. Climate-controlled office (when working on-site)
- 2. Quiet work environment

Machines/Equipment/Tools Used:

- 1. Computer
- 2. Telephone
- 3. Copy machine
- 4. Automobile

Please sign below to acknowledge you have received a copy of this Position Description and that you understand and are willing to fulfill the position as outlined.

Current Incumbent Name (Signature)

Date

Current Incumbent Name (Please Print)

Supervisor Name (Signature)

Date

Supervisor Name (Please Print)