

JOB DESCRIPTION

Functional Position Title: **Program Manager, Strategic Partnerships**

Reports to (position): **Chief Operating Officer**

Job Category: **Exempt**

Purpose of this Job: Briefly summarize the general function of this position.

The Program Manager, Strategic Partnerships leads the daily operation and development of Portico Healthnet's strategic partner service delivery, critical to Portico's sustainable operation and growth. The Program Manager is responsible for cultivating effective relationships with strategic partners to ensure the successful implementation of co-developed services. Ensures that Portico's service innovations support the overall organizational strategy and objectives while ensuring user and customer satisfaction. Designs and delivers innovative services that are sustainable, responsive to market needs, and consistent with Portico's mission to advance equitable access to health coverage for all Minnesotans.

Essential Job Duties (job duties that are necessary to the position)

Product Management

Strategic Partner & Marketplace Engagement

- Serve as Portico's primary point of contact for strategic partners including the facilitation of partnership meetings, regular review of performance metrics and achievement of contract or grant requirements, and joint product development prioritization and planning.
- Through partner engagement and design thinking, discover opportunities to naturally integrate Portico services into identified "moments of need" along the customer journey, reducing the process burden for our partners and ensuring confident hand-offs for individuals requiring Portico eligibility and enrollment services.
- In coordination with Portico's communications team, develop B2B promotional marketing (web/social/print) as well as content and presentations for customer meetings and forums.
- Represent Portico at industry events, panel discussions, and other engagements that call for demonstration of industry leadership and service quality.

Product Development

- Develop and maintain product documentation highlighting service functions and capabilities.
- Work closely with customers, industry thought leaders, and internal teams to understand needs, opportunities, and problems that can be addressed through Portico's capabilities.
- Participate in analytical, experimental, investigative, and other fact-finding work to provide data-driven insights to support product development strategies.
- Design products with an eye toward sustainability, scalability, and innovation.
- Support the annual and quarterly product planning process and participate in ad hoc product development projects.
- Take guidance from customers and internal partners to prioritize product development roadmap.
- Research health care and other basic needs providers serving uninsured or underinsured populations, including identification and monitoring of competitors.

Product Sustainability & Growth

- Partner with the senior leadership team to develop profitable, sustainable partnerships.
- Manage contract enrollment program budget; Collaborate with Portico's finance team to ensure accurate tracking of program revenue & expenditures.
- Develop and communicate customer return on investment analysis.
- Develop and apply market evaluation criteria to focus product growth efforts.
- Lead the internal development of product marketing plan, competitive pricing analysis, evaluation and prioritization of customer targets, and honing our "why" statement in a manner compelling to future markets.
- Support Portico's senior leadership team to negotiate terms of various contracts.

Product Evaluation

- Ensure product design and delivery achieves technology, regulatory, and risk management requirements of contract and grant partners.
- Review product performance against expectations to ensure services are implemented and administered according to contract requirements and Portico service delivery standards.
- Develop and monitor key performance indicators by product and/or customer to determine the success of the program.
- Regularly evaluate and recommend modifications to product design or service delivery models based on findings.

Operations Leadership

Team Leadership

- Provide leadership, mentoring, training, and guidance to the assigned enrollment teams.
- Ensure achievement of contract or grant services goals through effective service delivery, continuous process improvement, and effective team management.
- Engage assigned enrollment teams and internal partners on the vision and goals of the social enterprise; provide clear and attainable priorities and performance targets; set expectations and example for accountability; and seek opportunities that achieve both team member and product development.

Strategic Partner Service Leadership

- Grow existing strategic partner relationships through regular engagement including partnership meetings, performance dashboard review, and joint service planning activities.
- Monitor team achievement of contract or grant-specific performance requirements, including service level agreements and flow-down compliance obligations.
- Manage assigned team operations to expense and revenue targets.
- Represent team and function as a member of Portico's management team.

Special Skills Required to Perform in the Job

- **Communication** – must be clear and concise and have the ability to quickly form relationships with others in a variety of situations.
- **Action-Oriented** – committed and motivated to succeed and meet objectives. Has persistence and energy when required to meet and exceed objectives.
- **Leadership** – manages change, solves problems and makes decisions, manages politics and influencing others, sets the vision and strategy, manages workload, understands and navigates the organization.
- **Adaptability** – can easily adapt to changing situations.
- **Organizational Agility** – is knowledgeable about how organizations work, knows how to get things done through formal channels and the informal network. Understand the origin and reasoning behind key policies, practices, and procedures. Understand the culture of organizations.
- **Problem Solving** – ability to analyze, distill and solve practical problems, generate new ideas and make sound judgments on complex situations.
- **Continuous Improvement**- ability to proactively evaluate processes and outcomes on an ongoing basis and incorporate improvements in real-time
- **Environment** – understands the different cultures represented by Portico's clients and has the ability to interact effectively.

Requirements

Education (minimum education level):	Bachelor's degree or equivalent in marketing, communications, public health, or related discipline. Master's degree in health care administration (MHA) or public health (MPH) preferred
Experience Level (experience required to perform job functions at a fully competent level):	3+ years of program management and/or program implementation experience, preferably in a non-profit setting. Experience and interest in serving diverse and low-income populations, including experience engaging

	<p>multi-lingual and Limited English Proficiency audiences. Equity-focused community health experience preferred.</p> <p>MNsure Navigation experience and knowledge of Minnesota's health care market (preferred)</p>
Essential knowledge, skills, and abilities (the specific competencies for the position):	<p>Demonstrated proficiency in creating partnerships and working in a collaborative environment.</p> <p>Proven interpersonal skills including the ability to build relationships, solve problems, and exercise sound judgment.</p> <p>Demonstrated leadership, mentoring, capacity building, including staff supervision.</p> <p>Ability to balance multiple priorities and deadlines in a fast-paced evolving environment.</p> <p>Ability to structure tasks, meet deadlines and set and manage goal achievement.</p> <p>Demonstrated professional communication skills characterized by active listening, respectful two-way communication, and timely and results-oriented communication. Public speaking experience preferred.</p> <p>Proven commitment, results-driven, and solution-oriented perspective.</p> <p>Proven ability to adapt to change and innovate.</p> <p>Proven experience working with, and reporting out, quantitative and qualitative data.</p> <p>Knowledge and understanding of social enterprises.</p> <p>Commitment to the health access and equity; Awareness of socio-economic issues related to people from culturally and linguistically diverse clients.</p> <p>Experience advancing equity agendas in the for profit or not for profit sector.</p>
Physical demands of the position:	<p>Must be able to lift 15 – 20 pounds</p> <p>Must be able to sit or stand for long periods of time</p> <p>Must be able to travel throughout the Twin Cities metro and greater Minnesota</p> <p>Must be able to operate in a general office environment</p>
Amount of Supervision Required:	Minimal supervision