



Job Description

Job Title: Community Information Exchange (CIE) Manager
Responsible to: Program Director
Responsibilities: SD CIE Manager is responsible for development, implementation, and supervision of the South Dakota Community Information Exchange Network.

CIE Manager will be passionate in building a statewide closed-loop referral system with committed health care and social service providers delivering person-centered care, and sharing data using an interactive cloud-based platform that contains longitudinal records of each individual's progress towards well-being. The successful applicant will have a track record that demonstrates their talents at engaging partners to ultimately become part of a solution through group facilitation and individual conversations. This position would be ideal for a versatile and dedicated professional who can engage in multiple projects to create conditions for successful systems change. The successful applicant will have a track record demonstrating the courage and compassion to honestly lead difficult conversations, coupled with the sensitivity and talent to constructively engage partners to ultimately become part of the solution.

This position would be ideal for a versatile and dedicated professional who can engage in multiple projects to create conditions for successful systems change and effective health equity advocacy and across the state.

Job Requirements:

- Preferred Master's degree in Public Health or related human services experience
- 3-5 years of relevant professional and supervisory experience
- Project management experience desired
- Strong public speaking and communication skills
- Ability to influence others and move toward a common vision or goal
- Strong strategic awareness and innovative thinking skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Proficient in learning various technology software and integrations
- Offers of employment contingent upon acceptable background check

Personal Qualifications:

- Enthusiastic, teamwork oriented attitude
- Ability to establish and maintain effective working relationships with partner agencies
- Possess excellent organizational, written and verbal communication skills.
- Attention to detail and critical thinker able to take big ideas and break them down into steps
- Outgoing and comfortable with people.

A. Development and Implement the SD Community Information Exchange

1. Provide strategy, planning, and implementation of the coordinated health and social service system
2. Communicate with senior leadership at the South Dakota Department of Health and other key stakeholders to design the system
3. Lead the Helpline Center SD Community Exchange team in collaborating with stakeholders across South Dakota to meet and exceed project deliverables
4. Write, enforce and monitor policies and procedures for the Exchange
5. Provide monthly (or as needed) program status updates on success and challenges.

B. Oversee the HCNC Network of Care Program

1. Work with the HCNC Steering Committee to grow the program in the Sioux Empire.
2. Provide training and support to partner agencies on correct software usage and data collection.
3. Enforce and monitor policies and procedures for HCNC.
4. Provide monthly program status updates on success and challenges.
5. Serve as a point of contact for data entry for the coordinated system. Provide data entry as necessary for the project.
6. Be the lead in the new 2021 HCNC software build, launch, and training/implementation
7. Create and run monthly reports from the software system.

C. Professionalism

1. Support and carry out the mission of the agency.
2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations.
4. Follow agency policies, including personnel and programmatic.
5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
6. Develop professional and personal growth through opportunities and involvement.

D. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Exempt FT position. Office hours, 8 a.m.-5 p.m. or as required.

Employee _____ Date _____

Supervisor _____ Date _____

Interested candidates may submit a cover letter and resume to shaunaba@helplinecenter.org.

Date: November 2021