Penn Center for Community Health Workers: Chief Business Officer

Penn Center for Community Health Workers:
The Center is a community-academic-health system partnership that is funded by the University of Pennsylvania Health System. The mission of the Center is to improve the health of low-income communities through the effective use of Community Health Workers (CHWs). CHWs come from within vulnerable communities, and are often less expensive and better-positioned than clinicians to address the socioeconomic issues that affect health. While CHWs have long been considered a potential solution for improving health outcomes among marginalized patients, programs have too often proven ineffective. Our Center is a leader in evidenced-based delivery models. We developed the IMPaCT model of CHW care, which has been scientifically proven to improve access to care, patient engagement, health communication, mental health and recurrent hospital readmission among high-risk patients. The Center has been featured in media such as the New York Times, and Forbes. In the past year, the Center grew to 40 full-time employees who provide direct care for 1,500 Penn Medicine patients annually. Since February 2014, the Center provided training and technical assistance to a variety of organizations. Over 350 organizations across the country have accessed our toolkit for program implementation.

Position
We are looking for a thoughtful, energetic, and versatile individual to serve as Chief Business Officer for the Center. This individual will play a key role in leading the Center's business operations and disseminating the IMPaCT model to organizations across the country.

Key Responsibilities:
- Oversee financial operations and business development for the Center.
- Provide vision and strategic leadership on dissemination of the IMPaCT model to other health systems, governments and community organizations across the country.
- Lead a talented and diverse team of CHWs, managers and research assistants in developing and executing training and technical assistance programs.
- Design and build products that will allow for scale of the IMPaCT model and that can be used for technical assistance. These include online platforms, video training, etc.
- Oversee public relations for the Center, including interfacing with media and other health care organizations.

Qualifications:
- Leadership and strategic planning experience in fields such as business, non-profit or urban planning
- Ability to thrive in a complex and dynamic organization, where flexibility, risk-taking and entrepreneurial thinking are critical
- Excellent interpersonal and communications skills to build and sustain relationships
- Ability to work with diverse constituencies to achieve a common agenda
- Strong organizational and management skills, including experience with hiring talented and diverse staff, developing their skills, delegating tasks, and holding staff accountable
- Experience designing new lines of business, and developing and marketing products
- Bachelor's degree required, MBA/MPA a plus.

Application Process:
Please email cover letter and resume to: Raina Kulkarni at rkulk@mail.med.upenn.edu with subject line “CBO Application.”

The Penn Center for Community Health Workers
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