



SASH Implementation Manager and Statewide Support Coordinator Job Description

Job Title: SASH Implementation Manager and Statewide Support Coordinator *Date:* September 2022
Reports To: SASH Quality Improvement Specialist *Location:* Hybrid – onsite and remote work

I. Position Summary:

The SASH Implementation Manager and Statewide Support Coordinator will assist the SASH admin team to support the SASH model statewide. They will perform the Implementation Manager (IM) role for non-Cathedral Square DRHO panels for Burlington Housing Authority, Winooski Housing Authority, Champlain Housing Trust, and the Vermont State Housing Authority and Addison County Housing Trust in Addison County. In addition, provide SASH Coordinator (SC) support for vacancies and SASH panels in need statewide. This position will work closely with the SASH Administrative team.

II. Implementation Manager duties (approximately ¼ of position time)

- **Oversee/support SASH staff:**
 - Reinforce communication with SASH Coordinators, Wellness Nurses, and housing hosts on new and ongoing policies and programs, as needed. Help communicate and maintain SASH model fidelity in collaboration with SASH State Administrative team. Convene and facilitate regular regional meetings with SASH Coordinators, and Wellness Nurses when appropriate. Problem solves with SASH Coordinators and Wellness Nurses around challenge areas identified in implementation of SASH model
- **Training and orientation of new staff:**
 - Alert SASH Administrative Team when there are SASH-related employee changes in the region. Provide support and direction for new SASH staff in support of SASH Training Plan. Provide support during the implementation of new SASH panels. Provide individual, ongoing support and training to SASH Coordinators and Wellness Nurses in conjunction with SASH Administrative Team
- **Represent SASH in the region:**
 - Attend monthly Implementation Manager meetings organized by the SASH Administrative Team. Provide SASH team meeting support. Communicate with agencies participating in SASH teams and work to foster stronger relationships with partners (e.g., help identify partner team members). Present information around the region to help community partners understand the SASH model (e.g. convene local table meetings, actively participate in Community Collaborative/Accountable Communities for Health meetings in Franklin County). Assist with DRHO administrative needs, as designated per DRHO (e.g. invoices, MOU's, grant submissions, new panel rollout materials). Timely responses to requests of information from the Statewide Administrative Entity (Cathedral Square) to be used for grant reports. Establish strong communication and outreach relationship with SASH

Administrative Team to ensure efficiency in training and support without duplication of effort.

- Share best practices:
 - Facilitate the sharing of SASH best practices and regional challenges throughout your DRHO and with other regions, as appropriate. Provide guidance to regional staff when challenges arise based on knowledge and experience gained from regional and statewide communications.
- Coordinate and track regional plan for programming:
 - Support the creation of Community Healthy Living Plans for each panel. Advise panels and staff on best use of resources for meeting DRHO sub-grant requirements for trained staff in Evidence Based Programs (EBPs) while also best meeting the needs of the regions' participants.

III. SASH Statewide Support Coordinator Duties (approximately ½ position time)

- Thoroughly explain the SASH legal documents, including the Use and Disclosure agreement to participants;
- Responsible for following all policies and protocols established for SASH as found in the SASH Operations Manual.
- Adheres to confidentiality guidelines and appropriately documents information releases.
- Make appropriate referrals, including to self-management programs, as related to the participant's needs
- Arranges and schedules assessments of SASH participants to determine health and functional needs;
- Conducts person-centered interviews with SASH participants to understand their interests, needs, ideas, concerns and opinions;
- Contributes information in the encounter notes section of the SASH data management system;
- Coordinate and attend existing SASH team meetings at panels
- Partner with the onsite Wellness Nurse and other SASH team members to coordinate care for participants including health living plans and community healthy living plans.
- Assist with the implementation of group programming at covered panels by offering or organizing in person or virtual programs.
- Be a role model for the SASH program and provide mentorship for new staff, including providing feedback to staff and supervisors.

IV. Additional General Duties (approximately ¼ of position time)

- Lead monthly meetings with the remote support team to identify panels which need support, discuss model fidelity issues, and report on panel progress.
- Supervise the Remote SASH Wellness Nurses and special projects for the remote team. (start date on this role to be determined)
- Additional projects to support the SASH admin team as assigned.

V. SASH Standards of Conduct:

- Demonstrates a commitment to the mission and values of SASH and the employing agency.

- Demonstrates respectful and effective communication with co-workers, participants, families and vendors.
- Protects the privacy and confidentiality of information related to participants, families, staff and general organizational operations following HIPAA requirements.
- Adheres to all safety practices, rules and standards throughout the work day.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance that is appropriate for thier position.
- Reports to work on time, provides advance notice for time off, completes timesheets accurately and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of SASH and employing agency resources.
- SASH’s mission and operations require that an employee is prepared to perform duties as assigned that may be outside his/her principle responsibilities.

V. Minimum Qualifications:

Must possess a bachelor’s degree in social work or equivalent combination of background and experience. Previous experience coordinating services specifically for the older adults and/or people with disabilities is preferred. Knowledge of area resources and programs available to older adults and people with disabilities (e.g., transportation, health services, recreational and wellness activities) is strongly preferred. Demonstrated excellence in verbal and written communication is required. Must have knowledge of and an appreciation for the heritage, values, and wisdom of each participant and a commitment to the philosophy of a person’s choice to age at home. Must possess a valid driver’s license. A working knowledge of Microsoft Word, Access, Outlook,, and experience with computer software in general, are highly desirable.

VI. Working Conditions and Physical Demands

- a. Must be accepting of health conditions and behavior of participants.
- b. Must be adaptable to working in an ever-changing, high-pressure work environment.

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