



**Job Code:** 8176  
**Grade:** 24  
**HCWR:** N

**Job Title**

Director of Health Equity, Health Plan Services

**Department**

Health Plan Services

This position is exempt from Career Service under the CCH Personnel Rules.

**Job Summary**

The Director of Health Equity, Health Plan Services serves in a leadership role and is responsible for driving key health equity initiatives from the clinical perspective. This position is responsible for setting and implementing the vision and strategy of Health Plan Services departments while collaborating with internal and external stakeholders aimed at dismantling structural racism in healthcare.

**General Administrative Responsibilities**

*Collective Bargaining*

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

*Discipline*

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

*Management*

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary



**Typical Duties**

- Oversees Health Plan Services strategic design, implementation, and evaluation of clinical health equity efforts in the context of the Health Plan's population health initiatives.
- Advises Leadership on best payer practices related to disparity reductions, including the provision of health equity and social determinant of health resources and research to leadership and programmatic areas.
- Collaborates with Leadership to ensure the Health Plan collects and meaningfully uses race, ethnicity, and language data to identify disparities.
- Ensures that efforts addressed at improving health equity, reducing disparities, and improving cultural competence are designed collaboratively with other contracted managed care entities to have a collective impact for the population and the lessons learned are incorporated into future decision-making.
- Partners with leaders to define the vision for Health Plan Services clinical departments and engage in strategic planning work.
- Ensures that our strategies are fully reflective of and inspired by a health equity perspective.
- Collaborates with analytic staff to develop and monitor Key Performance Indicators.
- Collaborates with Leadership to develop best practices in the homelessness, health promotion, housing, education and employment areas to enhance programming.
- Leads efforts to combat structural racism and improve the outcomes of healthcare for all members served by CountyCare.
- Provides strategic leadership in the development of culturally specific and culturally responsive policy and service delivery models, as well as creating standardized guidelines and criteria to implement clinical health equity improvement projects.
- Examines Health Plan Services policies, procedures, practices, and programming to identify areas where change or development are needed.
- Partners with Communications to publicize our commitment, our accomplishments, and our best practices.
- Oversees consciousness-raising efforts, including focus groups, newsletters, and regular workshops, presentations, seminars, and celebrations regarding our diverse community.
- Supports the evolution and expansion of social determinants of health screening and connections with resources to mitigate the gap.
- Performs other duties as assigned.

**Reporting Relationship**

Reports to the Chief Executive Officer, Health Plan Services

**Minimum Qualifications**

- Bachelor's degree from an accredited college or university with five (5) years of experience professional work experience in social/human services, public policy, health care, or community development
- Three (3) years of experience developing and implementing diversity, equity, and inclusion programs while supervising and leading teams
- Experience applying or overseeing the application of science-based quality improvement methods to reduce health disparities; engaging community and stakeholders in



**Minimum Qualifications**

programming; implementing complex projects; and developing trainings

**Preferred Qualifications**

- Bachelor's degree or higher from an accredited college or university with five (5) years of experience professional work experience in public health, social/human services, social work, public policy, health care, education, community development, or justice

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of the 1964 Civil Rights Act, the 1991 Civil Rights Act, the Americans with Disabilities Act, Title IX of the Education Amendments of 1972, Affirmative Action, Equal Employment Opportunity, and other applicable laws
- Demonstrated knowledge and understanding of cultural values and norms of various communities, particularly of communities of color, LGBTQ+ and senior communities and has experience applying or overseeing the application of science-based quality improvement methods to reduce health disparities
- Knowledge and understanding of culturally specific resources available within the CountyCare community
- Knowledge and understanding of specific barriers that may lead to lack of access and engagement.
- Knowledge of conflict resolution and mediation methods
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups.
- Strong demonstrated leadership skills to implement change and drive results.
- Strong people management skills and facilitative skills.
- Ability to maintain a professional demeanor and composure when challenged.
- Ability to prioritize, plan, and organize projects and tasks.
- Ability to maintain a professional demeanor and composure when challenged.
- Ability to function autonomously and as a team member in a multidisciplinary team.
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills.
- Demonstrate attention to detail, accuracy, and precision.
- Demonstrates the ability to disseminate barriers and enables the success for both CCH and patients.

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.



**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**