



RHTP Hub Program Coordinator Job Description

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Location: Taney County Health Department-320 Rinehart Rd, Branson MO

Salary: \$60,000

Department: DSS / Hub Anchors / ToRCH Care Network – Hub Anchor organization

Reports to: Director

Position type: Full-time, non exempt

Facility: Selected Hub Anchor Organization, which could be but is not limited to entities such as hospitals, clinics, schools, pharmacies, EMS/community paramedicine sites, local public health agencies, and other community-based organizations within the assigned Hub geography

Travel requirements: Frequent travel throughout assigned Hub geography on a need-basis and subject to change

Scheduled hours: Monday through Friday - 8:00am – 4:30 pm (times may vary; occasional evening or weekend outreach may be required)

Position Overview

The RHTP Program Coordinator will serve as an operational lead embedded within Missouri's **Transformation of Rural Community Health Care (ToRCH Care) model**. Local Community Hubs are county-level care coordination entities that bring together hospitals, Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs), behavioral health providers, pharmacies, Emergency Medical Services (EMS), local public health agencies, and community-based organizations to coordinate clinical, behavioral, and social care for rural residents. Situated within the Hub Anchor organization, **the RHTP Hub Program Coordinator is responsible for organizing, implementing, and managing day-to-day Hub operations by convening Hub partners, supporting Leadership Board governance, coordinating localized program implementation, monitoring Hub progress and performance, overseeing RHTP Navigators,**

and ensuring referral pathways and care coordination workflows function effectively across the Hub ecosystem.

This role serves as the primary Hub spokesperson and is designed to operationalize the Hub Anchor's responsibilities within the broader ToRCH Care ecosystem by organizing local implementation activities, aligning partners around shared priorities, and ensuring coordinated Hub operations function effectively over time. The Program Coordinator works across healthcare and community settings to convene providers and community organizations, facilitate Leadership Board activities, oversee implementation of localized programs, and support coordination between clinical, behavioral, and social care partners.

Using the Community Information Exchange (CIE), dashboards, and other Hub systems, the Program Coordinator monitors Hub performance and RHTP navigator utilization, tracks operational and programmatic progress, identifies workflow or coordination gaps, and works with Hub partners, the RCN, and the RHTO to improve referral pathways, communication processes, and overall Hub effectiveness.

The Program Coordinator will operate within the Hub Anchor organization to prevent overextension of existing roles and centralize coordination functions. This is a non-clinical, non-State employee position; the Program Coordinator does not diagnose, prescribe, or provide licensed clinical treatment. Instead, the Program Coordinator supports the Hub Anchor organization and the mission of the RHTP by coordinating Hub operations, facilitating partner collaboration, supporting implementation of local programs and workflows, and escalating operational or coordination issues according to established Hub protocols.

Responsibilities

- **Serves as the primary Hub spokesperson**, building a strong community of providers and partners, reinforcing shared accountability, and sustaining engagement
- **Convenes Hub members** to assess local needs, set priorities, and develop a tailored Hub strategy, elevating insights to inform regional and statewide strategy
- **Manages implementation of localized programs**, overseeing budgets and coordinating execution across Hub members and delivery partners. Also coordinates rollout of statewide initiatives at the Hub level (e.g., access expansion, workforce development programs)
- **Monitors Hub progress and performance**, escalating risks, gaps, and support needs to the RCN
- **Oversee RHTP Navigator utilization and workflows**, ensuring integrated closed-loop referrals, coordinated outreach activities, consistent documentation practices, and alignment with Hub priorities and operational protocols
- **Facilitates Leadership Board governance activities**, including agenda development, meeting coordination, documentation of decisions, and follow-up on operational action items
- **Coordinates onboarding, participation expectations, and operational alignment across Hub partners**, including hospitals, FQHCs/RHCs, behavioral health providers,

EMS/community paramedicine, pharmacies, local public health agencies, schools, and community-based organizations

- **Supports development, refinement, and implementation** of referral pathways, communication processes, escalation protocols, and operational workflows across the Hub ecosystem
- **Tracks and reports Hub operational, implementation, referral, and performance data** required by the Hub, RCN, and RHTO using dashboards, CIE systems, and other Hub-approved reporting tools
- **Identifies operational barriers, workflow inefficiencies, and service gaps** across the Hub ecosystem and coordinates improvement activities with Hub partners, the RCN, and the RHTO
- **Maintains a visible local presence through stakeholder engagement, partner meetings, community events, and outreach activities** to strengthen relationships and support ongoing Hub participation
- **Supports implementation readiness activities**, including partner onboarding, workflow testing, operational coordination, and launch preparation for new Hub initiatives and programs
- Other duties as assigned

Qualifications

Minimum qualifications

- Associate degree or equivalent combination of education and relevant experience, with 1–3 years of experience in healthcare operations, community health, care coordination, public health, quality improvement, or related fields
- Previous experience in community health work, care coordination, case management, patient navigation, Medicaid care management, behavioral health support, public health outreach, social services, or related settings
- Demonstrated ability to coordinate multi-stakeholder initiatives involving healthcare providers, public agencies, and community organizations to achieve operational and performance goals
- Experience building and sustaining partnerships across healthcare providers, EMS, public health agencies, behavioral health organizations, community-based organizations (CBOs), schools, and social service providers
- Strong analytical and organizational skills, including experience using data and reporting tools to support operational decision making and communicate actionable insights
- Familiarity with care coordination workflows, social determinants of health (SDOH), community resource navigation, and/or closed-loop referral systems
- Demonstrated experience working directly with rural communities and/or high-need populations facing barriers such as transportation limitations, food insecurity, housing instability, limited provider access, or fragmented behavioral health services
- Comfortable using digital platforms, dashboards, electronic referral systems, and other technology tools to support care coordination and reporting activities
- Strong verbal and written communication skills with the ability to build trust and collaborate effectively with patients, families, providers, and community organizations

Preferred qualifications

- Bachelor's degree in public health, healthcare administration, social work, health informatics, or a related field
- Experience working in rural healthcare settings, Medicaid programs, public health initiatives, or value-based care models
- Familiarity with community information exchange (CIE) platforms, electronic referral systems, population health tools, or healthcare data reporting systems
- Experience supporting programs focused on chronic disease management, maternal health, behavioral health, care transitions, or social determinants of health (SDOH)
- Experience facilitating meetings, stakeholder engagement activities, or community-based initiatives involving multiple organizations and partners

Competencies and personal attributes

- Builds strong collaborative relationships across providers, public agencies, and community organizations
- Strong facilitator who can convene diverse stakeholders, guide discussions, and maintain alignment across partners
- Organized and detail-oriented, with the ability to manage multiple operational priorities, timelines, and implementation activities simultaneously
- Effective communicator who can clearly engage healthcare providers, leadership teams, community organizations, and regional partners
- Demonstrates strong ownership, accountability, and follow-through on operational tasks and Hub initiatives
- Comfortable working in evolving, community-based environments with multiple partners, competing priorities, and changing operational needs
- Uses data, reporting, and operational feedback to support continuous improvement and informed decision-making
- Able to work independently while maintaining strong coordination and communication across the broader Hub ecosystem
- Maintains professionalism, neutrality, and diplomacy when coordinating across organizations with differing perspectives
- Comfortable speaking publicly and representing the Hub Anchor organization in meetings, community discussions, and stakeholder engagement activities
- Committed to improving rural healthcare access, coordination, and long-term sustainability for local communities

Note: Lack of post-secondary education will not be used as the sole basis denying consideration to any applicant

Successful background check results are required for employment in this position. This may include background checks involving a candidate's name and/or fingerprints and other screenings as needed for the specific position.

PHYSICAL REQUIREMENTS

PHYSICAL TASK	PHYSICAL REQUIREMENTS	FREQUENCY
Sitting	Must be able to remain in a stationary position for long periods of time.	Frequently
Standing	Must be able to remain in a vertical or upright position for long periods of time.	Frequently
Walking	Must be able to move about the work area, from one area to another to perform duties and assist clients.	Frequently
Lifting	Must be able to raise up to 20 pounds of supplies from a lower to a higher position or horizontally from position to position.	Occasionally
Carrying	Must be able to move 20 pounds of documents, supplies, and other equipment from one area to another.	Occasionally
Reaching	Must be able to extend upper extremities in an upward or downward direction to pick up files, work supplies, or other items.	Occasionally
Seeing	Must have visual acuity to make observations and work on a computer.	Constantly
Talking	Must be able to communicate verbally with co-workers, clients, and the general public to exchange information, respond to questions, and solve problems.	Constantly
Hearing	Must be able to receive information through oral communication.	Constantly

WORKING CONDITIONS

Most duties are performed in an office environment. The office work environment is usually a well-lighted environmentally controlled indoor environment with a moderate level of noise. Work hours may vary depending on the operational activities and required duties. The Director may at times have to address urgent issues outside of regular working hours.

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties may differ from those outlined in the job description and other duties, as assigned, may be required. This document does not create an employment contract. Employees are employed on an “at-will” basis and may be terminated at any time. Consistent with all federal and state disability laws, the Taney County Health Department will provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause undue hardship to the organization.

I have read and understood this position description.

Employee Signature

Date

Managers' Signature

Date