

Healthcare Outcome Director

Newcap, Inc. is a community action agency dedicated to empowering low-income citizens to achieve economic security. Since 1965, we have been moving people from poverty to opportunities, enhancing community development along the way. We value making a tangible difference every day.

As a Healthcare Outcome Director, you will:

- Lead health services efficiently, overseeing clinical, educational, and support staff through supervision, training, and evaluation.
- Ensure accountability for agency goals and outcomes in alignment with strategic objectives and funding source requirements.
- Drive team performance through coaching, development, and effective collaboration for optimal client outcomes.
- Build resilience by guiding the team through challenges to ensure Newcap's success.
- Inspire a shared vision for mission-based changes and lead initiatives to achieve them.
- Utilize vulnerability to foster connections with staff, the community, and other stakeholders, showcasing integrity and humility.
- Lead with adaptability, adjusting to changes in client needs, agency goals, and program demands.

Qualifications:

- Bachelor's degree in a health-related field (nursing, medicine, public health); Master's preferred.
- Minimum five years of direct patient care experience; three years of supervisory experience.
- Proficiency in Medicaid billing and coding (ICD-10, CPT).
- Strong analytical, communication, and organizational skills.
- Passion for Newcap's mission, with experience working with low-income populations preferred.
- Valid driver's license and reliable transportation.

Desired Qualities:

- **Accountability:** Strong leadership in meeting agency goals and managing team outcomes.
- **Adaptability:** Capable of navigating change and adjusting plans to meet evolving client and program needs.
- **Collaboration:** Fosters a team-oriented environment and values open, authentic communication.
- **Critical Thinking:** Uses evidence-based practices to make thoughtful, strategic decisions.
- **Resilience:** Steadfast in challenging circumstances, maintaining a focus on long-term success.
- **Integrity:** Values honesty and transparency in all interactions with clients, staff, and the community.

Benefits

- Full-time, stable, year-round work.
- Work a flexible 4-day week.
- Over 4 weeks of PTO in the first year.
- 16 paid holidays.
- Low-premium medical insurance for you and your family.
- Dental and vision insurance.
- Retirement plan with match and immediate vesting.
- HSA contributions, wellness programs, and more.
- Ongoing training and development opportunities.
- Participation in employee and family events.

Summary of the Organization

Newcap is a community action agency equipping low- and moderate-income residents with the tools and potential for achieving economic security and long term personal and professional success.

Newcap, where we are embracing a Whole Family Approach. Meeting families not where they are – but *where they dream*. The Whole Family Approach is a family-led strategy that provides adults and children with the tools they need to set and meet goals together as a family. This model uses a holistic approach partnering with the family to address their needs and make progress on their goals; this

partnership increases the likelihood of long-term success for everyone involved. By using the WFA, family members work together to support each other's goals and achieve long-term change and stability.

Every family brings strengths, and every family knows best what it needs. We support and cheer them on. We use the Family-Centered Coaching approach at Newcap which means we recognize the complexity of people's lives. We continually strive to understand the impacts of institutional discrimination, the implicit bias within organizations and systems, and how those factors influence our work to develop and deliver services. We value humility and ask questions before assuming we know what's right for someone else. Flexibility and the ability to respond to changing conditions with questions and curiosity are key to how we coach and build trusted relationships with clients and each other. We respect each individual and work with them on their own defined goals – not on what we think is best for them.

This coaching method uses techniques from goal setting, motivational interviewing, and strength-based training to help coaches work with households to address the needs of the whole family, when and how they need support. Using a flexible approach helps coaches establish trust and rapport through a parent's progressive stages of change, FCC recognizes that families need different things at different times. Instead of focusing solely on setting goals, it allows coaches to address unique situations and life crises as they come up.

Join us and be part of a team making a real impact in the community. Apply today!