

Scope of Work: Implementation Manager (up to 24 hours per week)

Perinatal Access To Care and Health – NC (PATCH NC)

North Carolina Community Health Center Association (NCCHCA)

Position Summary

The Implementation Manager provides operational leadership for the Perinatal Access To Care and Health–North Carolina (PATCH NC) Initiative, a multi-year statewide effort to expand access to prenatal and postpartum care in rural and underserved communities through a Shared Maternity Care model. NCCHCA leads this project in partnership with Nurture NC and with funding support from The Leon Levine Foundation.

Reporting to the designated Executive Sponsor, the Implementation Manager serves as the primary implementation lead, coordinating activities across NCCHCA staff, participating Federally Qualified Health Centers (FQHCs) and FQHC look-alike organizations, rural health clinics, public health agencies, contractors, and partner organizations. The role is responsible for ensuring successful implementation, partner engagement, grant compliance, performance monitoring, and communication throughout the project.

This is an independent contractor role offering up to 24 hours of work per week with the possibility of contracting through March 2029. Independent contractors are not employees of NCCHCA, are not eligible for employee benefits, and are solely responsible for paying all applicable state and federal taxes.

Application Details

To be considered for this role, please submit your resumé and a cover letter to NCCHCA Chief of Staff Chris Bishop at bishopc@ncchca.org no later than Monday, August 17, 2026.

Primary Responsibilities

1. Implementation Leadership and Grant Management (~35%)

Provide overall operational leadership for project implementation.

Responsibilities

- Develop and manage the project work plan, implementation timeline, and project calendar.

- Coordinate implementation activities across all workstreams and partners.
- Monitor project milestones, risks, deliverables, budget, and grant compliance.
- Facilitate project meetings and maintain implementation documentation.
- Coordinate contracts, consultants, and procurement activities in collaboration with NCCHCA leadership and Finance.
- Ensure timely completion of grant reporting requirements.

Key Deliverables

- Master work plan and implementation timeline
- Monthly implementation updates
- Risk and action-item log
- Quarterly grant reports

2. Partner Engagement and Site Implementation (~45%)

Serve as the primary operational liaison for project partners and participating implementation sites.

Responsibilities

- Coordinate implementation across participating FQHCs, rural health clinics, public health agencies, and statewide partners (including ROOTS Hubs).
- Lead partner meetings and Steering Committee activities.
- Support site onboarding, readiness assessments, and implementation planning.
- Coordinate provider education, ECHO participation, technical assistance, and workforce development activities.
- Monitor implementation of Shared Maternity Care workflows, telehealth, billing and coding resources, and other practice transformation activities.
- Track implementation progress, identify barriers, and facilitate timely resolution.

Key Deliverables

- Partner and Steering Committee meetings
- Site implementation plans and readiness assessments
- Monthly implementation dashboard

- Training and participation summaries
- Partner communication updates

3. Performance Monitoring and Continuous Improvement (~10%)

Coordinate project evaluation and performance monitoring.

Responsibilities

- Coordinate baseline and ongoing data collection.
- Monitor project performance measures and implementation milestones.
- Maintain implementation dashboards and support evaluation activities.
- Collaborate with the evaluation partner to prepare required reports and identify opportunities for continuous improvement.

Performance Measures

- Provider participation
- Clinical site implementation
- Prenatal and postpartum care capacity
- Quality and HEDIS measures
- Patient engagement
- Workforce outcomes
- Grant milestones

Key Deliverables

- Monthly performance dashboard
- Quarterly implementation summaries
- Annual performance reports
- Evaluation documentation

4. Communications and Sustainability (10%)

Coordinate project communications, reporting, and dissemination.

Responsibilities

- Prepare funder updates and implementation reports.
- Coordinate communications with partners and the Steering Committee.
- Develop project updates and dissemination materials.
- Support sustainability planning and documentation of lessons learned.
- Contribute to final reporting and statewide replication planning.

Key Deliverables

- Monthly project updates
- Quarterly funder reports
- Annual implementation summary
- Final report and sustainability recommendations

Contractor's Preferred Qualifications and Experience

- Master's degree in public health, health administration, nursing, business administration, or a related field preferred.
- Five or more years of experience managing complex healthcare or public health initiatives.
- Experience working with FQHCs, rural health systems, public health agencies, maternal health, or healthcare quality improvement initiatives preferred.
- Demonstrated success coordinating multidisciplinary teams and statewide partnerships.
- Experience managing foundation- or federally funded initiatives.
- Excellent project management, facilitation, organizational, and communication skills.
- Proficiency with Microsoft Office and project management software.

Reporting Structure

The Implementation Manager reports to the designated NCCHCA Executive Sponsor and works collaboratively with NCCHCA leadership, participating sites, contractors, consultants, and partner organizations. Some routine administrative functions will be supported by existing NCCHCA administrative staff.

Expected Outcomes

By the conclusion of the project, the Implementation Manager will have successfully coordinated implementation of the Shared Maternity Care model across ten participating sites; ensured timely completion of grant deliverables and reporting requirements; strengthened collaboration among statewide partners; supported expansion of prenatal and postpartum services in rural communities; advanced provider education and practice transformation; maintained effective project governance and performance monitoring; and contributed to a comprehensive evaluation, sustainability strategy, and roadmap for statewide replication.