

## **Practice Support Manager (West Tennessee)**

### **About Rural Health Association of Tennessee:**

RHA is a 501(c)3 non-profit with the mission to lead the way for a healthy Tennessee through partnerships, advocacy, education, and resources. We are a member-led, staff-driven organization committed to ensuring every rural community has the resources and support needed to achieve health and prosperity.

### **Position Description:**

The Practice Support Manager (PSM) will be the operational lead supporting Rural Health Clinics (RHCs) participating in the Rural Health Collective. This role is responsible for ensuring successful implementation of value-based care strategies, care coordination workflows, and quality improvement across participating clinics. This position reports to the Senior Director of Membership and will work collaboratively with RHA's Resource Manager, Community Health Workers, Clinics and others.

### **Position Responsibilities:**

- Lead implementation of care coordination workflows across participating clinics.
- Integrate CHWs into clinical workflows (Screenings, referrals, follow-up)
- Support implementation of LCSW referral and scheduling processes (telehealth + onsite)
- Optimize use of telehealth rooms and care coordination processes.
- Conduct VBC assessments, mock surveys, and provide other technical assistance to support fill mission critical gaps in service lines.
- Oversee clinic-level data tracking and reporting in collaboration with external evaluators, program partners, and RHA staff.
- Support the development of dashboards and reporting tools, monitoring progress.
- Ensure effective use of closed-loop referral platform to strengthen care coordination.
- Provide ongoing training and technical assistance to clinic staff and CHWs, including supporting onboarding, developing toolkits, and reinforcing CLAS standards.
- Collaborate as needed with RHA's Resource Center Manager to manage the daily scheduling, inventory, food and diaper distribution, and data reporting.
- Serve as a liaison with grant partners and clinic administrators.
- Provide outreach and support to community-based organizations to expand referral partnerships and address resource gaps.
- Lead efforts to recruit new members into the Rural Health Clinic Network.
- Maintain accurate, timely data collection for all activities related to the grant, including services provided, referrals made, and training offered.
- Contribute to quarterly and annual progress reports and support continuous improvement strategies.
- Other duties may be assigned.

### **Travel Requirements – Up to 30% Time**

- In-State travel is required for RHA’s Annual Conference, RHC Events, and meetings with various stakeholders such as health councils and chamber meetings.
- Occasional travel may be required for national conferences or training.

### **Qualifications:**

- Bachelor’s degree in healthcare administration, public health, social work, or a related field required; master’s degree preferred.
- Minimum 3–5 years of experience in clinical operations or community health programs
- Excellent verbal and written communication skills.
- Familiarity with value-based care models, patient-centered medical home (PCMH) recognition, and quality reporting programs (e.g., UDS, HEDIS, MACRA)
- Excellent time management skills with a proven ability to meet deadlines.
- Proficient with Microsoft Office Suite or related software.
- Supervisory experience in a healthcare or community-based setting.

### **Preferred Skills:**

- Strong understanding of care coordination models.
- Grant writing and project management experience.

### **Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

### **Additional Information:**

- Starting salary is \$55,000 with bachelor’s degree; \$60,000 with masters.
- Hybrid position – 3-4 days/week in office (Humbolt, Huntingdon, or Decaturville)
- 37.5-hour work week, Monday – Friday, option to start/end day one hour early/late.
- 18 paid holidays, generous PTO based on tenure.
- 100% employee health insurance option, Teladoc subscription
- \$50/month home office stipend; one time \$500 home office stipend after successful completion of 90-day introductory period
- \$500 annual professional development stipend
- Positions and benefits are subject to change based on funding availability/requirements.

### **Application Instructions:**

- Interested candidates may submit a via RHA’s job board: <https://rhat.mcjobboard.net/jobs>
- All positions are subject to a minimum of a 90-day introductory period, at which time the employee performance will be reviewed. Option to extend the introductory period if the employee and/or the employer do not feel they’ve had sufficient time to determine if the employee and job are appropriately matched.

RHA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law.