



Title: Senior Director of National Strategy

Reports to: Chief Business Officer

Classification: Senior Director

Job description revision number and date: V2; 12.16.22

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

Reporting to the Chief Business Officer, the Senior Director of National Strategy is responsible for the overall planning, organizing, and execution of C3's national strategy, which includes: national recruitment of FQHCs into C3's Medicare risk contracts; development of Medicaid risk partnership opportunities outside of Massachusetts; national policy and advocacy that supports C3's mission and strategic aims; and developing a national business for C3's service offerings (consulting, etc.).

The Senior Director provides leadership and day-to-day management to the National Strategy Team and oversees a budget and associated vendor partnerships for marketing, public relations, advocacy, business development, and related travel expenses. The Senior Director is a matrix leader who will pursue these responsibilities in close coordination with peers and colleagues throughout the organization.

Responsibilities:

- Define and establish C3's national strategy work, with clear goals, accountable roles, and internal cross-functional governance and participation
- Develop and implement a marketing/ PR plan for C3's national work (website section, conference attendance, etc.)
- In close collaboration with the Senior Director of Practice Improvement (and other teams):
 - Support C3's OOS/Medicare-only health centers
 - Especially support early customers in new markets (e.g. AHL in Louisiana) to have a successful first year in Medicare REACH; represent C3's brand well

- Coordinate the development (and subsequent iteration and refinement) of C3's model(s) of support for OOS/Medicare-only health centers (financial, PTX, technology, etc.)
- Plan, bid and get awards for specific Medicare contracts, such as ACO REACH, MSSP and other Medicare product offerings
- Develop and implement a national recruitment campaign for additional FQHC participants in our Medicare risk contracts
- Scope and execute a business development plan, including a targeted and strategic approach to prospecting, with the goal of working towards material C3 involvement in Medicaid risk in other states, and building off existing work in LA, NY, CT, and CA
- In close collaboration with the Senior Director Value-Based Services (and other teams):
 - Support the development of a C3 services "offerings menu" based on internal areas of expertise, interest, and capacity, and pricing models/ pitches/ parameters for these services
 - Scope and execute a national business development plan for these services that leverages them to support our broader national strategic aims and accounts for constraints (capacity, etc.)
- In conjunction with role-appropriate Chiefs, develop and launch a federal policy agenda and campaign focused on VBP for FQHCs and other priorities (340b, PPS, etc.), and create and implement a partnership strategy with existing coalitions in this space
- Provide thought leadership for C3's national strategy as we implement and learn from these and other efforts
- Collaborate with stakeholders from clinical, operations, health equity, quality, information technology and C3 subsidiaries to explore new areas of development for the organization's national strategy
- Develop and use subject matter expertise on the local Primary Care Association (PCA) to ensure that the PCA is aligned, and whenever possible, supportive of C3's work in the PCA's state
- Participate in staff, management and provider meetings, as necessary
- Recruit, train, and manage staff to ensure quality of work, meet productivity levels, and completion of task
- Perform other job duties, as assigned

Required Skills:

- Executive presence, business development/sales, and senior-level relationship management
- The ideal candidate excels independently at building and nurturing external relationships and potential partnerships, is an exceptionally professional and articulate representative of the company in all dealings, and is a highly motivated self-starter who seeks out and pursues partnership opportunities with minimal direction

- Market and policy landscape knowledge. The ideal candidate has extensive knowledge of and experience with value-based care, risk contracting, state and national policy related to value-based care, and potential competitors and collaborators in these spaces
- Excellent strategic thinker and thought leader who can thrive in a young organization that is actively developing new strategy and lines of business, and contribute to our success by asking good questions and facilitating constructive discussion at various levels in the organization
- Collaborative matrix manager who excels at building cross-functional relationships within the organization and working across teams
- Strong team leader and manager who can independently recruit a high performing team and can manage, nurture, retain, and develop staff
- Strong attention to detail
- Excellent oral, written, and verbal communication skills including experience presenting complex information to senior leaders
- Ability to produce highly polished pitch and presentation materials with limited direction and on short timelines
- Skilled in exercising a high degree of initiative, judgement, discretion, and decision making to achieve objectives
- Must have excellent process improvement skills and be able to understand health center functions, IT, operations and organizational culture
- Ability to firmly manage, yet also nurture vendor partnerships, and to manage a budget with detail and integrity

Desired Other Skills:

- Familiarity with the MassHealth ACO program
- Familiarity with Federally Qualified Health Centers and Primary Care Associations and the policy matters that are most important to these organizations
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications

- An advanced degree in Business, Policy, Public Health, Public Administration or a related field preferred

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****