



Job Title:	Family Connects Implementation and Improvement Specialist
CCFH Program:	Family Connects International (FCI)
Location:	Durham, NC
Position Type:	Full-Time

JOB DESCRIPTION

Occupational Summary: Family Connects (FC) is a model for a community-based program supporting new parents in caring for their newborns, offering physical assessments of the mother and baby, addressing questions about caring for a newborn, and helping them access any needed community services or resources. The model combines top-down identification and alignment of key community resources with a bottom-up approach of engaging individual families through short-term nurse home visiting. The program is currently being implemented in over 20 communities nationwide, with additional sites beginning implementation this year.

Work Performed: This position manages initial and ongoing Family Connects program certification for external sites throughout the United States. Through the employment of standard program management processes and tools, the Implementation & Improvement Advisor coordinates site-specific training and consultation in accordance with national certification guidelines and criteria. As a key member of the Family Connects National Training Center team, this position works closely with leadership and peers to ensure model fidelity and quality standards are achieved and maintained within assigned program sites.

Responsibilities

- Provide support and guidance to internal and external customers in support of sites interested in adopting the Family Connects model;
- Manage multiple complex implementation timelines including documentation and reporting of key contract deliverables;
- Collaborate with Family Connects faculty and staff to support implementation of the Family Connects model at various locations throughout the United States;
- Utilize a standardized consultation platform to provide training and technical assistance to agency administrators and stakeholders within communities adopting the Family Connects model;
- Coordinate regular reporting regarding key quality indicators for all assigned program sites;
- Perform other related duties incidental to the work described herein.

Required Qualifications at This Level

Education/Training:

- Master’s degree in a relevant field (e.g., healthcare administration, public policy, public administration, social work, psychology, or public health with quality improvement/systems emphasis).

Experience: At least five years of experience engaged in program or training or quality improvement initiatives.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE



In addition, the successful candidate will possess the following qualities/attributes:

- Knowledge of adult learning principles.
- Experience developing and applying quality improvement processes and measures.
- Experience analyzing and displaying results of quality improvement results.
- Experience providing technical assistance to agency administrators and other community stakeholders related to engagement in change processes.
- Understanding of evidence-based practice and prevention is preferred.
- Available to travel to agencies across the U.S. approximately 25%. Travel will be planned in advance with occasional overnight travel required.
- Excellent verbal and written communication skills.

Salary Range: \$55,000-\$58,000

APPLICATION INFORMATION

Please email resume and letter of interest to Emily Wright at Emily.J.Wright@duke.edu or Ashley Alvord at Ashley.alvord@duke.edu.