



Program Administrator, Health Access & Service Delivery Position Description

About AccessMatters

AccessMatters, a non-profit, public health organization located in Center City Philadelphia, envisions a future where every person has the health care and information they need to thrive. In service to that vision, AccessMatters' mission is to protect, expand, and enhance equitable access to sexual and reproductive health care and information for all people. Our team strives to advance our mission in accordance with these guiding principles: (1) sexual health is an essential component of health and wellbeing across the life span; (2) access to quality, affordable health care – including sexual and reproductive health care – is a fundamental human right; (3) every person, family, and community deserves to be treated with dignity and respect; (4) programs and services should be evidence-based, prevention-focused, and person-centered; (5) organizational excellence is best achieved through a culture of inclusion, diversity, innovation, professionalism, and accountability; (6) clients, volunteers, staff, partners, and supporters should be treated with kindness, dignity, and respect in a trauma-informed and culturally responsible environment; and (7) everyone deserves a caring workplace environment that fosters trust, teamwork, creativity, and work-life balance where work is enjoyable and where staff are supported in their professional development and their pursuit of excellence.

Job Summary

Reporting to the Vice President, Health Access & Service Delivery (HASD), the HASD Program Administrator provides accountable, high quality administrative support and leadership to internal and external stakeholders, including multiple members of the HASD leadership team, other agency staff, provider network partners, and clients. The Program Administrator serves as a trusted “right hand” support to the Vice President of HASD, with an emphasis on confidentiality, proactivity, administrative acumen, and attention to detail. The Program Administrator must inspire and maintain confidence and trust in several key domains: (1) judgment, alignment, and candor when acting as the Vice President's surrogate in all assigned projects and programs; (2) ability to learn and support our portfolio of programs and initiatives; and (3) ability to navigate effectively and diplomatically, across varied organizational structures, roles, and relationships – both externally and internally. The HASD Program Administrator also works closely with the Vice President of HR & Operations and the Manager of Administration to ensure that the entire organization functions smoothly day-to-day, with onsite presence expected on a regular basis to support operational needs.

In this trusted role, the HASD Program Administrator closely supports the VP of HASD and works with highly confidential and sensitive information and settings, including but not limited to HASD leadership meetings, program and team performance assessments, budgets and staffing allocations, personnel and labor matters, and PHI. The Program Administrator is expected handle this information with integrity and professionalism, consistent with confidentiality and HIPAA standards. The HASD Program Administrator is expected to represent AccessMatters and all of its programs and services in a positive and professional manner. As an ambassador for the VP of HASD and the broader leadership team, the



HASD Program Administrator has internal contacts with the entire AccessMatters staff and external contact with visitors, vendors, government representatives, partners, and the general community.

The HASD Program Administrator also coordinates the overall department workflow including calendar, travel itineraries, appointment scheduling, expense reports, and general correspondence. This position manages the Vice President of HASD's workflow including calendar, travel itineraries, meeting scheduling (including personnel related meetings with direct reports and other staff), expense reports, and general correspondence. The Program Administrator serves as primary administrative support to the Medical Committee (a multi-disciplinary group of clinical health care providers which occupies a formal compliance role in collaboration with our Board of Directors) and the Quality Management Team, and has extensive logistical and document management duties. The Program Administrator also provides first level leadership and support for essential office operations and administrative services, and collaborates with the Manager of Administration and the VP of HR & Operations to take on initiatives and special projects as assigned. The Program Administrator also takes responsibility for special initiatives and other responsibilities as assigned, such as grant and contract reporting and administration activities, strategic plan support, acclimation support for new HASD staff, and other projects. This position is full time and exempt.

Essential Functions

Reporting to the Vice President, HASD, the HASD Program Administrator will:

Provide Executive Level Administrative and Operational Support to the VP of HASD

- Maximize the VP of HASD's leadership capacity by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; preparing reports.
- Organize the VP of HASD's appointment schedule for maximum efficiency and impact by planning and scheduling meetings, conferences, teleconferences, and travel.
- Prepare meeting schedules, agendas, and notes as applicable for HASD Leadership Team meetings and others as assigned.
- Assist the VP of HASD and other HASD leaders in the preparation of confidential materials related to sensitive personnel matters and labor relations, including but not limited to coordinating and assisting with transition preparations and documentation for employee transitions and/or leaves of absence.
- Support HASD leadership as needed in the completion and approvals of biweekly timesheets for payroll and accurate supplemental fund code allocations in the timecard system.
- Prepare and submit timely and accurate fiscal reports on behalf of the VP of HASD and other HASD leadership as designated, such as monthly travel expense reports, accounting vouchers, and monthly American Express reports.
- Hold authorized user designation on corporate American Express cards for VP of HASD and others as assigned, to ensure secure and accurate card usage, expense validation and accounting, and submission of all required documentation to Fiscal.



- Manage the flow of contracts and other items requiring documented approval/signature by the VP of HASD and other HASD leaders as needed.
- Manage the security, inventory, issuance, and reconciliation of cash equivalent monetary incentives (i.e., gift cards and similar items) to program teams, and promptly report any loss, theft, or irregularities.

Provide High Quality Planning and Execution for HASD Committees, Meetings, and Events

- Coordinate operational processes and provide administrative support for Medical Committee and related HASD staff.
- Assist HASD leadership with ensuring that meetings of the Medical Committee are run according to current non-profit best practices.
- Assist HASD leadership with setting Committee meeting schedules for the year and implement all logistics, including meeting notices and reminders, room reservations, meeting set up, technology, and refreshments.
- Work with designated Committee/staff liaisons to prepare draft agendas and meeting packets and meeting minutes, and identify outstanding action items and issues needing their attention.
- Manage logistical details and components of meetings with internal staff and external networks, to ensure events and meetings occur smoothly, including but not limited to: booking and setting up rooms and venues; communicating notices and instructions; ensuring that appropriate meeting technology is onsite and ready to use; visitor preparation, hospitality, and meeting refreshments.
- Coordinate scheduling, booking, materials and technology for HASD program events, to ensure that community outreach efforts, meetings, conferences, trainings and other events run smoothly.
- Prepare accurate and timely draft agendas, meeting packets, and minutes for HASD meetings.
- Represent and support AccessMatters at community outreach events, conferences, meetings, and other occasions as needed.

Manage Essential Administrative Services and Office Operations

- On behalf of HASD leadership, manage, execute, and improve plans, policies, tasks, resources, workflows, and vendor relations to deliver high quality administrative support services in a professional agency, with a strong overall understanding of the concepts and practices associated with operating an organization effectively.
- With partnership and oversight from the Vice President of Human Resources & Operations, provide first-level functional leadership and administrative services as part of the interdepartmental Operations Team, which includes the Manager of Administration/Executive Assistant to the President & CEO.
- Proactively update and maintain the HASD team calendar by tracking team deadlines, work plan dates and deliverables, and project timelines; serve as logistical contact to other departments.
- Manage and execute travel arrangements (including transportation, lodging, scheduling, approvals, expense reports, and other administrative tasks) for HASD staff attending trainings, conferences, and other offsite meetings.
- Provide day-to-day administrative and operational support to program staff and serve as a resource in the use of essential office software and equipment, supplies, business communications, such as



PowerPoint, Excel, Publisher, Access; multifunction devices (scanners/copiers), postage machines, telephones, and fax; facility security, access, maintenance needs, and space usage.

- In partnership with the VP of Operations and Manager of Administration, coordinate HASD's records retention policies and procedures, including organized onsite file maintenance, offsite file storage, confidential shredding, and digital records.
- Maintain inventory of specialized supplies for HASD programs, coordinate ordering and distribution to provider network and program staff.
- Prepare and submit timely and accurate fiscal reports as assigned, such as travel expense reports, accounting vouchers, and monthly American Express reports.

Provide Accountable Operational Support for Grants, Contracts, Audits, and Other Submissions

- Manage and update a portfolio of key program documents (such as contracts, manuals, and other instructive materials and correspondence) that are distributed to multiple programs and network partners; proofread and edit key program documents and associated materials, to ensure that key materials are current and accurate for programs and network partners.
- Manage the flow of contracts and key program documents that require documented approvals and signature across HASD programs and services.
- Provide targeted support to the Quality Management Team by assisting with the coordination of logistics for quality management audits at varied program sites; assist with compiling, writing, filing and transmitting QM audit reports and other documents.
- Coordinate and execute assembly of final work deliverables by tracking and collecting specified components from internal and external contributors, teams, and departments, to ensure all required materials are accounted for and ready for accurate and timely submission.
- Coordinate and execute proprietary contract, grant, proposal, and report submissions with high attention to detail, accuracy, confidentiality, and deadlines, including compliance with submission instructions using secure online portals, mailings, or other delivery methods.
- Securely manage and maintain relevant agency account credentials and access permissions for HASD contracts, grants, and other online data portals and extranets.
- Support and execute timely communications between funders and provider network by proactively maintaining HASD contact database and email distribution lists, and assisting staff with processing and transmission of provider reports to funding sources.
- Format and prepare routine reports from source documents for program planning and evaluation.
- Prepare and deliver written and electronic communication and correspondence, applying keen attention to security, detail, and proofreading to ensure all materials are accurate and circulated to the appropriate recipients.

Advance Agency Administration and Mission on the AccessMatters Operations Team and on Special Initiatives as Assigned

- Serve as a positive, administrative "ambassador" and key administrative contact for AccessMatters, the VP of HASD, and the HASD leadership team in all assigned duties and for internal and external stakeholders, including consultants, funders, donors, peer agencies, vendors, and prospects for staff and volunteer positions.



- Ensure smooth visitor flow by registering visitors with building security, maintaining HIPAA compliant visitor sign in logs, and providing visitor assistance as needed.
- Prepare and package materials for timely delivery by mail or other methods, maintaining dependable daily mail flow and distribution (incoming and outgoing).
- Manage procurement of general office supplies and special item requests, serving as key contact for pertinent vendors, orders, payments, and inventory management.
- Exemplify our Core Values and dedication to a culture of excellent leadership, in which leaders foster an environment where staff feel valued and appreciated, where all staff hold themselves accountable in service to our community and stakeholders, and all staff eagerly pursue excellence.
- Consistently exercise discretion and sound judgment to analyze, interpret and act, evaluating possible courses of conduct and making decisions for the best outcomes for the client, team and the organization.
- Maintain high ethical standards and conduct regarding confidentiality, integrity, and professional behavior overall, representing AccessMatters effectively and positively to all internal and external constituents.
- Create and maintain an inclusive and equitable work environment that is respectful of all, embracing diversity and equity, and including diverse perspectives and talents in problem-solving.
- Participate in staff trainings and meetings, support organizational initiatives, and perform other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

- Strong understanding of concepts and practices associated with effective administrative services.
- Significant experience working as a trusted partner in the “need to know” confidentiality circle handling highly sensitive information and assignments where sound professional judgment and discretion are required.
- Demonstrated ability to manage multiple details accurately, on time, and under pressure required; event/meeting management experience strongly preferred.
- Strong ability to produce excellent written work promptly and independently, with minimal direction or correction required.
- Superior written and verbal communication skills, coupled with highly developed interpersonal skills and demonstrated ability to facilitate meetings.
- Demonstrated ability to think analytically and work with data to produce basic reports for program planning and monitoring.
- Ability to self-manage, independently prioritize, solve problems, and effectively handle multiple tasks and projects simultaneously, while taking direction as needed.
- High degree of customer service skills and philosophy, to include professionalism, responsiveness, and follow through, to deliver high quality support services to external and internal clients.
- Strong proficiency with office and conference technology, user applications, and office equipment, including copiers, VoIP telephony, postage machines, projectors, and similar items.
- Demonstrated proficiency in Microsoft Office Applications (Word, Outlook, Excel and PowerPoint).
- Experience with web-based collaboration platforms and information management systems, portals, and intranets.



- Ability to manage vendor relations, monitor budgets and expenditures, and follow fiscal procedures.
- Demonstrated ability and desire to work with in a multi-cultural and multi-disciplinary team environment, serving diverse populations and institutions across a broad spectrum of community and clinical providers within the fields of sexual and reproductive health and maternal and child health.
- Knowledge and experience working with diverse communities and colleagues with demonstrated cultural humility and responsibility.
- Demonstrated ability to lead and work in project teams and manage multiple projects with multiple deadlines and priorities.
- Flexible and open to changing priorities and managing multiple tasks effectively within a compressed timeframe.
- Excellent assessment, problem-solving, and negotiation skills.
- Ability to work outside normal business hours, as needed (e.g., scheduled nights and weekends).

EDUCATION AND EXPERIENCE

- Required: Bachelor's Degree. Prefer coursework or other training in relevant aspects of the role, including but not limited to public health/nonprofit administration, business, technology, marketing, communications, project management. Relevant industry specific experience may be considered in lieu of degree where possible.
- Experience in non-profit administration preferred, with minimum 3-5 years proven experience in providing accountable, high quality administrative support to C-level executives, program leadership, and staff.
- Meeting management experience for Boards, Committees, and/or other organizations that observe structured meeting and documentation practices is highly desirable.
- Grant/proposal development, contract management and compliance reporting experience are desirable.
- Eligible for all city and state mandatory clearances, e.g., criminal and child abuse.

HOW TO APPLY: **Submit both a cover letter and a resume** to the Program Administrator position posted at our online career site, by going to this link: <https://bit.ly/343YwKD>. Address cover letter to Elaine Petrossian, Vice President, Human Resources & Operations. Please include salary requirement and potential start date. ***NOTE: While AccessMatters is currently operating remotely, candidates are expected to reside within commuting distance of our headquarters in Center City, Philadelphia. *** No calls, please. **Applications will be reviewed in a rolling basis with priority to those received before October 8, 2021.** **ACCESSMATTERS IS AN EQUAL OPPORTUNITY EMPLOYER.**