**Maternal Fetal Focus Program Manager Standard Job Description**

**Classification Title:** Maternal Fetal Focus Program Manager

**FLSA Exemption Status:**Exempt

**Pay Grade:** 17

**Job Description Summary:**

The Maternal Fetal Focus Program Manager, under general supervision, will provide in-person and remote ER-OB services as well as Prenatal/Postnatal care training and support to communities served. Oversees the design, development, and implementation of services provided. Manages activities including tracking of budgets, timelines, and deliverables, and providing periodic evaluations reports. Oversees activities of support staff. Builds and maintains relationships with key customers, staff, faculty, partners, and other collaborators.

**Essential Duties and Responsibilities:**

**40% Strategic Planning and Program Management**

* Define and implement program mission and vision and strategic planning.
* Plan, direct, and coordinate operational and procedural matters to meet departmental goals and objectives.
* Establish prenatal and postnatal protocols and evaluate the effectiveness of program goals.
* Manage project portfolios in line with business strategies and project management standards.
* Conduct meetings with stakeholders to schedule and coordinate program activities.
* Research and apply for grant opportunities.
* Supervise assigned medical and program staff and coordinate activities for the team.

**20% Program Development and Innovation**

* Serve as a point of contact for innovation and project development inquiries.
* Work collaboratively with content experts to implement high-quality initiatives.
* Conduct simulation training and prenatal care related to obstetrical emergencies.
* Provide telehealth nursing visits to the home environment.
* Monitor and comply with program budgets and schedules that usually have a moderate impact on financial revenue and expenses.

**10% Customer Service and Relationship Management**

* Build and maintain relationships with key customers, staff, faculty, partners, and collaborators.
* Identify customer needs and work with associates to address those needs.
* Track and resolve customer complaints in a timely manner.
* Conduct outcome reviews using customer resource management tools.
* Monitor the customer satisfaction database and ensure issues are addressed.

**10% Compliance and Representation**

* Represent the department on various committees.
* Act in accordance with confidentiality laws and regulations, including HIPAA.
* Travel to various locations to attend in-person meetings and events as needed.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications:**

**Required Education:**

* Master of Science Degree in Nursing (MSN) or an equivalent combination of education and experience

**Required Experience:**

* Five years of related experience

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.

**Additional Information:**

**Machines and Equipment:**

* Computer
* Simulation Equipment
* Phone
* Copier/Fax/Scanner

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No** 