

Clinical Program Director –Care Coordination



Program Overview

Wilderness Health is launching a shared care coordination program to better support patients with complex medical and social needs, beginning with those living with diabetes. Many of these patients experience diabetes-related distress—emotional and psychological strain that is intensified by social determinants of health such as economic instability, limited access to care, food insecurity, and inadequate social support. These factors contribute to fragmented care, challenges with disease management, and poorer health outcomes. The shared care coordination model aims to create a more seamless, patient-centered experience for high-risk patients in the network.

Position Summary

The Program Director leads the design, implementation, and ongoing refinement of a shared remote care coordination model to improve outcomes for patients with chronic disease, beginning with diabetes. The role requires clinical program expertise and the ability to collaborate with interdisciplinary teams including clinical providers, pharmacists, community health workers, and administrative partners, to develop and operationalize evidence-based care protocols. The Program Director ensures aligned workflows, communication pathways, and patient-centered practices across participating organizations, while also providing direct supervision to program staff. After program implementation, the Director will also dedicate a portion of their time to cultivating partnerships that support new contracts and referral pathways.

Key Responsibilities

Program Development & Implementation

- Lead the design, launch, and refinement of the shared care coordination model for patients with diabetes.
- Develop and operationalize care protocols, workflows, and standardized processes in collaboration with clinical, pharmacy, and community-based partners.
- Translate strategic goals into actionable project plans with clear milestones, deliverables, and accountability structures.

Interdisciplinary Collaboration

- Facilitate cross-team communication and alignment among primary care, pharmacy, prior authorization, behavioral health, community health workers, and administrative teams.
- Convene and support interdisciplinary workgroups to co-create care pathways and address operational challenges.
- Build strong relationships with internal and external stakeholders to ensure coordinated, high-quality patient care.

Project & Operational Management

- Oversee project planning, resource allocation, and timeline management to ensure successful implementation.
- Monitor program performance metrics, identify improvement opportunities, and lead continuous quality improvement efforts.
- Ensure compliance with regulatory requirements, payer expectations, and organizational policies.
- Supervise designated program staff including coaching and counseling, mentoring, and guiding professional development.

Data & Performance Oversight

- Partner with data and quality analysts to define metrics, track outcomes, and generate actionable insights.
- Use data to evaluate program effectiveness, inform decision-making, and support reporting to leadership and partners.
- Work with our Data Governance and Quality Director to oversee quality outcomes of the program

Stakeholder Engagement & Communication

- Develop clear, consistent communication materials for staff, leadership, and external partners.
- Support change management efforts by preparing teams for new workflows, tools, and expectations.
- Represent the program in meetings, presentations, and collaborative initiatives.
- Networks with potential customers and Wilderness Health members to build relationships and strengthen the network.
- Works to attract and sustain program contracting and referrals.

Work Environment

This position is a hybrid work environment, with periodic travel throughout the region to meet with partners, attend site visits, and support program implementation. Candidates must have reliable high-speed internet for virtual collaboration and dependable transportation for regional travel. Candidates must be located in the region.

Qualifications

Required

- Bachelor's degree in nursing, public health, or a related field; equivalent experience considered.
- 5+ years of experience managing clinical or care coordination programs within healthcare or public health settings.
- Prior care coordination experience with complex patient care needs
- Demonstrated experience working with interdisciplinary teams to develop or implement clinical protocols or care pathways.
- Strong understanding of chronic disease management, particularly diabetes care.
- Proven ability to manage complex projects, timelines, and stakeholder groups.
- Excellent communication, facilitation, and relationship-building skills.
- Experience with quality improvement methodologies and performance measurement.
- Minimum of 5 - 7 years of progressive supervisory experience.
- Comfortable balancing strategic leadership with hands-on operational responsibilities

Preferred

- Experience in Medicaid, population health, or integrated care models.
- Familiarity with social determinants of health and community-based care coordination.
- Experience working within multi-organization collaboratives or networks.
- Experience working in and leading remote teams.

Competencies

- Strategic and systems thinking
- Collaborative leadership
- Process design and improvement
- Data-informed decision-making
- Change management
- Cultural humility and patient-centered orientation
- Ability to balance strategic direction with the flexibility required in a new, evolving initiative

Compensation & Benefits:

Salary Range: \$90,000 - \$110,000

Benefits:

- Medical and Dental Health Insurance
- Retirement Plan: 401K with company match
- Life Insurance, Short-Term and Long-Term Disability
- Paid Holidays
- PTO

To Apply:

Please complete the Wilderness Health [Job Application form](#) and submit a copy of your resume and a cover letter to careers@wildernesshealthmn.org with the subject field labeled Clinical Program Director-Care Coordination. Application Deadline is Monday, March 25, 2026, by 5:00PM.