



Job Description

Director, Health Information Technology

Location: Onsite

ABOUT THE COALITION OF ORANGE COUNTY COMMUNITY HEALTH CENTERS (COALITION OC)

The Coalition of Orange County Community Health Centers (Coalition OC) is a membership organization of 21 independent 501 (c) 3 nonprofit organizations, including 20 Community Health Centers with 106 sites throughout Orange County. Today our member health centers include federally qualified health centers (FQHC) and FQHC Look-Alikes, Free Clinics, and Mobile clinics. Serving over 340,000 patients annually.

Coalition OC represents community health centers in the County, with the mission to unite health centers and partners amplifying their collective voice and strengthening their capacity to ensure every person has access to high-quality care. For 52 years, the Coalition OC has engaged in the work of building a healthier Orange County. We believe for our community to thrive, everyone must have equitable access to quality, affordable healthcare regardless of income, ethnicity, or immigration status.

POSITION DETAILS

Title: Director, Health Information Technology

Reports To: Chief Transformation Officer

Employment Type: Full-Time

Position Type: Exempt

Service Area: Orange County

POSITION SUMMARY

The Director, Health Information Technology provides strategic leadership and subject matter expertise to advance Coalition OC's Health Information Technology (HIT), interoperability, data, artificial intelligence (AI), and digital health initiatives that strengthen the capacity of member health centers and support health systems transformation.

As a membership organization, Coalition OC provides technical assistance, consulting, convening, and implementation support to our community health centers. The Director leads the planning, coordination, and execution of HIT programs, initiatives, and technical assistance services that



support member health centers in optimizing health information technology, leveraging data for quality improvement and value-based care, adopting emerging technologies, and navigating evolving healthcare requirements.

Reporting to the Chief Transformation Officer, the Director serves as a strategic advisor on HIT-related priorities and works collaboratively across Coalition OC programs, member health centers, technology partners, health plans, government agencies, and regional collaboratives. The Program Director ensures HIT initiatives align with Coalition OC's strategic priorities, health systems transformation goals, and efforts to advance equitable, data-informed care delivery.

Key Responsibilities

HIT Department Leadership & Implementation

- Lead the development, implementation, and evaluation of HIT programs, initiatives, and technical assistance services aligned with Coalition OC's strategic priorities.
- Develop annual HIT work plans, program and project timelines, deliverables, and performance measures in collaboration with executive leadership.
- Coordinate HIT-related programs, projects, grants, contracts, and consulting engagements to ensure successful implementation and measurable outcomes.
- Identify emerging trends, challenges, and opportunities in health information technology and recommend strategies to strengthen member health center capabilities.
- Support continuous improvement efforts that enhance the effectiveness, sustainability, and impact of Coalition OC HIT initiatives.

Health Center Controlled Network (HCCN) Program Leadership

- Serve as the lead for Coalition OC's Health Center Controlled Network (HCCN) program, ensuring successful implementation of Health Resources and Services Administration (HRSA)-defined goals, objectives, milestones, and reporting requirements.
- Coordinate HCCN activities, technical assistance, and learning opportunities that support member health centers in advancing health information technology capabilities, data-driven improvement, interoperability, cybersecurity, and digital health adoption.
- Develop and implement the HCCN annual work plan in collaboration with member health centers and Coalition OC leadership.
- Monitor HCCN performance measures, member participation, progress toward goals, and program outcomes.
- Provide technical assistance, resources, training, and peer learning opportunities aligned with HRSA HCCN priorities and member health center needs.
- Maintain effective communication and collaboration with HRSA, HCCN partners, health center leadership, and other stakeholders.
- Identify opportunities to leverage HCCN resources, partnerships, and innovations to strengthen Coalition OC's broader HIT and health systems transformation initiatives.



Member Technical Assistance & Consulting

- Serve as Coalition OC's subject matter expert and primary resource for member health centers on health information technology, interoperability, digital health, and data strategy.
- Provide technical assistance, consultation, and implementation support to assist health centers with technology optimization, workflow improvement, and adoption of best practices.
- Assess member needs and develop practical resources, tools, workflows, and educational materials that support technology advancement.
- Facilitate peer learning opportunities, communities of practice, webinars, and collaborative learning sessions focused on HIT innovation and transformation.
- Translate complex technical concepts into actionable strategies that support clinical operations, population health, quality improvement, and value-based care.

Health Information Exchange, Data & Digital Health Innovation

- Support initiatives related to electronic health records (EHRs), health information exchange (HIE), interoperability, digital health, artificial intelligence (AI), telehealth, analytics, and emerging technologies.
- Collaborate with member health centers to advance data quality, connectivity, reporting capabilities, and technology adoption.
- Support implementation of technology solutions that improve health equity, patient engagement, care coordination, and health outcomes.
- Monitor industry trends, regulatory changes, and technology innovations to identify opportunities for member benefit.

Strategic Partnerships & External Relations

- Develop and maintain collaborative relationships with EHR vendors, Qualified Health Information Organizations (QHIOs), health plans, government agencies, technology partners, and regional collaboratives.
- Serve as Coalition OC's liaison for HIT-related partnerships, including Health Center Controlled Network (HCCN) initiatives and other technology-focused collaboratives.
- Represent Coalition OC in regional, state, and national meetings, workgroups, and advisory committees related to HIT and digital transformation.
- Advocate for community health center technology needs and promote opportunities that strengthen the safety-net healthcare system.

Data Strategy & Performance Improvement

- Lead efforts to strengthen Coalition OC's internal data infrastructure, reporting capabilities, and analytic resources to support organizational decision-making and program effectiveness.
- Develop standardized approaches for data collection, tracking, reporting, and performance measurement across Coalition OC programs.
- Partner with program leaders to create dashboards, reports, and data tools that support grant management, contract deliverables, operational planning, and strategic initiatives.



- Support member health centers in utilizing data to improve clinical quality, population health management, value-based care performance, and organizational decision-making.
- Promote data quality, interoperability, and consistent reporting practices across internal and external initiatives.

Cross-Functional Collaboration

- Partner with Coalition OC departments to identify data needs, reporting requirements, and technology solutions that support effective program implementation, operational decision-making, and organizational performance.
- Collaborate with internal teams to design, develop, and maintain data collection processes, reporting tools, and analytic resources that support program management and strategic priorities.
- Support staff in leveraging data to monitor program outcomes, track performance measures, evaluate impact, and communicate results to internal and external stakeholders.
- Work with program teams to improve data quality, standardization, documentation, and reporting practices across Coalition OC initiatives.
- Translate business and program needs into practical technology and data solutions that improve workflow efficiency, visibility, accountability, and decision-making.
- Provide guidance on data governance, reporting processes, and appropriate use of technology tools to strengthen organizational effectiveness.
- Collaborate with leadership and departments to identify opportunities for automation, process improvement, and enhanced use of data systems.

Grant & Project Management

- Support development of grant proposals, contracts, and funding opportunities related to HIT, data transformation, and digital health.
- Manage grant deliverables, reporting requirements, budgets, and implementation timelines.
- Monitor project performance and identify opportunities for sustainability and expansion.
- Support financial stewardship of HIT-related programs and initiatives.

JOB REQUIREMENTS

- Travel throughout Orange County, CA and nationally is required to attend meetings, provide technical assistance and consultation as needed.
- Evening and weekend availability is required to attend events, conferences, and meetings in support of the organizations and member's needs.
- Must comply with all organizational policies, confidentiality standards, HIPAA requirements, and applicable state and federal regulations.

PROFESSIONAL EXPECTATIONS



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- Demonstrate professionalism, accountability, and ethical conduct in all interactions with staff, partners, and community members.
 - Exhibit reliability through consistent punctuality, attendance, preparedness, and completion of assigned responsibilities.
 - Communicates clearly and professionally, both verbally and in writing.
 - Demonstrates adaptability in response to evolving organization priorities, funding environments and regulatory requirements.
 - Provide exceptional customer service, treating all individuals with respect, empathy, cultural sensitivity, and strict confidentiality.
 - Actively participate in staff meetings, trainings, and professional development opportunities.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Health Information Management, Health Informatics, Information Technology, Public Health, or related field. Master's degree preferred.
- Minimum of 5 years of progressively responsible experience in health information technology, health informatics, healthcare analytics, digital health, or healthcare operations.
- Experience leading healthcare technology initiatives, projects or programs.
- Experience working with Community Health Centers, Federally Qualified Health Centers, safety net organizations or healthcare delivery systems (preferred)
- Demonstrated knowledge of EHR systems, interoperability, health information exchange, healthcare analytics, quality reporting, and value-based care.
- Experience managing grants, contracts, and externally funded projects.
- Strong project management, facilitation, relationship management, and consulting skills.
- Ability to translate complex technical concepts into practical solutions for diverse audiences.
- Excellent written, verbal, and interpersonal communication skills with a strong customer service orientation.
- Ability to exercise sound judgment, maintain confidentiality, and handle sensitive information with professionalism and discretion.
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), virtual meeting platforms, and standard office technology.
- Ability to quickly learn and utilize organizational software and administrative system

COMPENSATION AND BENEFITS

The Coalition of Orange County Community Health Centers offers group health, dental, vision, accident and life insurance. The Coalition pays 100% of employee's health and dental insurance. Spouse and dependent coverage is available at group rates and paid by the employee. Employees are offered paid vacation time and a generous holiday schedule. In addition, eligible employees may participate in a 401(k) program with an employer match.

HOW TO APPLY



Interested applicants are invited to submit a resume and cover letter to: Sonia Shah, Chief Transformation Officer, at sshah@coalitionoc.org

The Coalition of Orange County Community Health Centers is an Equal Opportunity Employer. We are committed to a diverse and inclusive workplace and encourage applications from individuals of all backgrounds.