PIPELINE CONNECTS | CAREERS

Director of Healthcare Pathways

Letter of Interest Due Date:
October 1, 2026

Arizona-Based | Virtual Organization + Statewide Travel

Pipeline Connects, an Arizona 501(c)(3) nonprofit, is seeking letters of interest for a Director of Healthcare Pathways. This is a director-level strategy and implementation role for someone who can lead complex healthcare pathway initiatives across organizations, regions and stakeholder groups while personally driving the work from concept through execution.

Salary

$90,000-$105,000

Full-time | Grant Funded

Summary

Pipeline Connects, an Arizona 501(c)(3) nonprofit, is seeking letters of interest for a Director of Healthcare Pathways. This is a director-level strategy and implementation role for someone who can lead complex healthcare pathway initiatives across organizations, regions and stakeholder groups while personally driving the work from concept through execution.

The Director will serve as Pipeline Connects' primary implementation lead for a statewide healthcare pathways initiative developed in collaboration with Mercy CARES. The work brings together healthcare providers, education and training partners, regional and rural stakeholders, workforce intelligence and Pipeline Connects' internal teams to strengthen connections across priority healthcare pathways.

This is not a position in which the strategy, process and workplan will always be handed to you. We are looking for someone who can assess a complex issue, determine what needs to happen, develop an approach, engage the appropriate people, build the project structure and then personally drive implementation. The successful candidate must be equally comfortable thinking strategically and executing the details required to move work forward.

The position is highly external and relationship-driven while also requiring significant internal coordination. The Director will regularly convene and communicate with healthcare providers, education and training institutions, regional partners and other stakeholders throughout Arizona; facilitate meetings and presentations; synthesize complex information into clear written communications and recommendations; maintain implementation dashboards and scorecards; and ensure decisions translate into action and measurable progress.

What This Role is, and is Not

This is a hands-on healthcare ecosystem implementation role. We are looking for someone who can both shape the strategy and do the work—an exceptional project/program manager, communicator, relationship builder and problem solver who is comfortable working independently while coordinating across multiple organizations and internal teams.

The Director owns healthcare ecosystem implementation for the assigned pathways: the implementation roadmap, partner coordination, healthcare provider activation, education and training alignment, regional execution, reporting, issue resolution and follow-through. Existing Pipeline Connects functional teams continue to own work within their areas of expertise, including K–12 implementation, postsecondary learner navigation, workforce analytics production, technology development, marketing and communications.

This is not a recruiter, staffing-agency, sales, fundraising, data-analyst or marketing position. The Director is expected to use data, partnerships and professional judgment to identify where action is needed and then organize the people, decisions and implementation required to move the work forward.

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Anticipated Allocation of the Role

Because this is a statewide, evolving initiative, the role will not operate within rigid percentage allocations. We anticipate the work initially being distributed approximately as follows:

35% – Healthcare Pathways Project & Implementation Management
Own the implementation roadmap for priority healthcare pathways. Translate strategy, funded commitments and workforce intelligence into actionable workplans with clear milestones, ownership, partner cadences, decisions, risks, dependencies and measures of progress. Manage multiple concurrent workstreams and drive them through completion.

25% – Healthcare Provider & External Partner Engagement
Build and maintain a portfolio of relationships with healthcare providers and other external stakeholders connected to the priority pathways. Support activation, onboarding, convenings, opportunity visibility, issue identification, follow-up and resolution of workforce or connectivity barriers.

20% – Education, Training, Rural & Regional Coordination
Coordinate with colleges, universities, CTEDs, training providers and regional partners to validate pathway information, identify gaps, understand local conditions and strengthen connections among training supply, healthcare demand and learner navigation. Adapt implementation to rural and regional realities across Arizona.

10% – Reporting, Workforce Intelligence & Continuous Improvement
Use workforce and pathway intelligence to identify where additional investigation, provider activation or regional coordination is needed. Maintain implementation scorecards, relationship activity, decision tracking, qualitative insights and progress narratives, and recommend adjustments to pathway, geography or resource focus.

10% – Internal Coordination & Cross-Functional Follow-Through
Serve as the internal point person for healthcare pathway priorities, ensuring the appropriate Pipeline Connects teams understand what is needed, who owns the work, what decisions have been made and what must happen next. Coordinate across K–12, postsecondary, data, technology, communications, leadership and other functions without replacing their expertise.

How the Role Will Evolve

These percentages are directional rather than fixed. At times, a major regional implementation, provider activation effort or pathway launch may require a significantly larger share of the Director's time. At others, the priority may be analyzing implementation gaps, preparing recommendations, strengthening partner relationships or developing a repeatable statewide approach.

The Director should continually assess what the work requires, identify opportunities for greater impact, recommend how the initiative should be structured, and determine what they should personally own versus coordinate through other internal or external partners. The mix of work will flex; accountability for execution, communication and follow-through will not.

About Our Culture

Pipeline Connects is a small, highly collaborative team where everyone wears multiple hats. We move quickly, our work continues to evolve, and opportunities can require us to pivot. We value people who are resourceful, comfortable with ambiguity, willing to jump in, and able to move between strategy and execution.

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Our culture is built around autonomy and self-accountability. We offer flexibility in how team members manage their work. In return, we expect people to own their responsibilities, communicate proactively, meet commitments and recognize what is required to be successful without needing significant day-to-day direction.

Pipeline Connects operates as a virtual organization, with team members working across Arizona. Virtual does not mean the work happens entirely from home. For this Director, successful implementation will require statewide travel, in-person partner meetings, presentations, convenings and time in communities, as well as virtual collaboration with partners and staff.

This role requires a high level of professionalism and strong situational judgment. Some days may involve presenting to senior healthcare leaders or facilitating a regional convening; others may require building a project plan, preparing a written recommendation, resolving an implementation issue or working through details with internal staff. We care about whether you understand what the situation requires and whether you deliver.

Because we are a small organization, there is not much room for "that's not my job." Team members have defined areas of responsibility, but everyone contributes beyond their title when the organization needs it. At the same time, strong judgment about ownership matters: the Director must know when to act directly and when to engage the correct internal functional team.

Position Details

This is a full-time, exempt position with a salary range of $90,000–$105,000, commensurate with experience, and full employee benefits.

This is a grant-funded role with an initial one-year commitment. Continuation and potential expansion beyond the initial year will be based on performance against established metrics, partnership priorities and continued funding.

Pipeline Connects is a virtual organization, and this position will primarily work from a home office. Candidates must reside in Arizona and be willing and able to travel throughout the state as required by projects, partners, presentations, convenings and other responsibilities.

Letter of Interest & Selection Process

Pipeline Connects is currently requesting letters of interest rather than formal applications.

Interested individuals should submit a current résumé and up to three additional pages in whatever format they believe best demonstrates their fit for this role. We are intentionally not prescribing the format or requiring candidates to respond to each area individually. How candidates choose to organize and communicate their experience is also an opportunity for us to understand how they approach information, relationships, priorities and complexity.

Use the space to help us understand the experiences, accomplishments and examples that best demonstrate your ability to succeed in this position. Among the things we are particularly interested in understanding are:

- **Project and program management** — Tell us about complex, multi-stakeholder work you have personally led from concept through implementation. We are particularly interested in what you owned, how you established the workplan and accountability structure, how you managed competing priorities and dependencies, and what resulted from your work.

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- **Independent problem-solving and execution —** Provide an example of a time you identified a problem, gap or opportunity where the solution—or even the process for developing the solution—did not already exist. Explain how you assessed the situation, determined an approach, engaged others, implemented the solution and measured whether it worked.

- **Communication and external leadership** — Help us understand your experience communicating complex information through written materials, meetings, presentations, facilitation, dashboards, scorecards or other reporting tools. We are interested in both the quality of your communication and your ability to build productive professional relationships with people at different levels and across different organizations.

- **Healthcare workforce and ecosystem understanding** — Describe the experience or perspective you would bring to healthcare pathway work. Professional healthcare experience is preferred but not required. Relevant exposure may come from healthcare, health plans, education, workforce development, community organizations, public-sector work, caregiving or other experiences that have given you an understanding of healthcare systems, access or workforce challenges.

- **Arizona healthcare workforce opportunity** — What do you believe is one significant healthcare workforce challenge or opportunity in Arizona, and how would you begin determining what could realistically be done about it?

Timeline

We will begin reviewing submissions as they are received. This is an intentionally nimble process, and interviews may begin before the submission window closes on October 11th if strong candidates are identified. **Final interview and start-date timing will be communicated directly with candidates as the process advances.**

Submit to:
Amber Smith, CEO
ASmith@pipelineaz.com

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Job Summary

The Director of Healthcare Pathways is a director-level strategy and implementation leader responsible for translating healthcare workforce priorities, pathway intelligence and partner needs into coordinated action across healthcare providers, education and training partners, regional stakeholders and Pipeline Connects' internal teams. The Director serves as the primary implementation lead for Pipeline Connects' healthcare pathways portfolio and is accountable for moving complex work from concept through execution.

This is a highly independent, externally facing role requiring exceptional project and program management, communication, relationship management, professional judgment and follow-through. The Director must be both a strategist and an implementer: able to identify a problem or opportunity, determine what needs to happen, develop the approach, engage stakeholders, build the workplan, coordinate people and resources, communicate clearly, solve problems and personally drive implementation.

The Director owns healthcare ecosystem implementation within the assigned pathways, including implementation planning, healthcare provider activation, education and training coordination, rural and regional execution, partner communication, project reporting, implementation scorecards and cross-functional follow-through. The role works closely with Mercy CARES as a strategic collaborator while remaining a Pipeline Connects employee and part of the Pipeline Connects organizational structure.

This is a grant-funded role with an initial one-year commitment. Continuation and potential expansion beyond the initial year will be based on performance against established metrics, partnership priorities and continued funding.

Primary Duties & Responsibilities

- **Healthcare Pathways Strategy & Implementation Management** – Lead complex healthcare pathway initiatives from planning through implementation. Translate workforce priorities, funded commitments, partner needs and pathway intelligence into actionable workplans with clear timelines, milestones, deliverables, dependencies, ownership, decisions and measures of progress. Manage multiple concurrent workstreams and maintain visibility into status, risks, barriers and next steps.

- **Project and Program Management** – Establish and manage the project structure required to move work forward, including implementation roadmaps, partner cadences, decision logs, risk tracking, meeting structures, dashboards, scorecards, documentation and follow-through. Independently determine where additional structure or process is needed and build practical solutions rather than waiting for an existing method.

- **Healthcare Provider Activation & Relationship Management** – Build and maintain a portfolio of relationships with healthcare providers associated with priority pathways. Support provider activation, onboarding, participation in convenings, opportunity visibility, identification of workforce or connectivity barriers, and ongoing follow-up. Maintain credible, professional relationships with executives, operational leaders and other provider stakeholders.

- **Healthcare Education & Training Coordination** – Coordinate directly with colleges, universities, CTEDs, training providers and other pathway partners serving priority healthcare occupations. Validate pathway information, understand credentials, prerequisites, training capacity and geographic availability, identify gaps, and strengthen connections among education and training supply, healthcare demand and learner navigation.

- **Rural & Regional Healthcare Implementation** – Coordinate implementation across priority rural counties and other regions identified through the healthcare pathways work. Convene appropriate local partners, surface regional access and workforce barriers, understand local provider and training conditions, and adapt implementation approaches to regional realities.

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- **Workforce Intelligence to Action** – Partner with Pipeline Connects' data and Workforce Intelligence functions to interpret workforce and pathway data and determine where additional investigation, provider activation, partner coordination, regional work or other action is needed. The Director is expected to understand and use the intelligence, but is not responsible for serving as the data analyst or producing technical workforce analytics.

- **External Communication, Facilitation & Presentations** – Represent Pipeline Connects professionally with healthcare providers, education and training institutions, regional partners, workforce organizations, public-sector stakeholders and other external audiences throughout Arizona. Facilitate meetings and convenings, deliver presentations, communicate complex information clearly, prepare written recommendations and progress narratives, and adjust communication appropriately for different audiences.

- **Healthcare Ecosystem Coordination** – Serve as the point person ensuring healthcare pathway priorities are translated into coordinated action across external partners and Pipeline Connects' internal teams. Establish clear ownership, next steps and accountability, and ensure that decisions made in partner discussions are communicated internally and translated into execution.

- **Reporting, Dashboards & Continuous Improvement** – Maintain implementation dashboards, scorecards, relationship activity, decisions, qualitative insights and progress narratives. Coordinate quantitative reporting with the appropriate internal teams, communicate findings to leadership and partners, identify recurring implementation challenges, and recommend adjustments to pathway, geography, resource focus or process.

- **Cross-Functional Coordination and Organizational Follow-Through** – Coordinate with K–12, postsecondary, data, technology, communications, leadership, consultants and other internal or external contributors. Proactively identify dependencies and bottlenecks, route needs to the correct functional owner, coordinate solutions and drive consistent follow-through even when contributors do not report directly to the position.

- **Continuous Improvement & Systems Building** – Document lessons learned, identify where repeatable methods, processes or tools are needed, and create practical solutions that improve implementation quality, partner experience, scalability and accountability across the healthcare pathways work.

Knowledge, Skills, and Abilities:

- Exceptional project and program management skills, with demonstrated success independently managing complex, multi-stakeholder initiatives from strategy through implementation.

- Ability to operate as both a strategist and implementer—developing the approach, project structure and solution while also personally driving execution.

- Exceptional written and verbal communication skills, including the ability to synthesize complex information into clear recommendations, presentations, meeting materials, progress narratives and executive-level communications.

- High level of professionalism, judgment and situational awareness when representing the organization with senior leaders, healthcare providers, education partners, regional stakeholders and other external audiences.

- Strong interpersonal and relationship-management skills; must be a people person who can establish trust, facilitate productive conversations, navigate differing perspectives and maintain effective long-term partnerships.

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- Strong facilitation and presentation skills, including convening multi-organization groups, establishing objectives, guiding discussion, documenting decisions, assigning responsibilities and ensuring follow-through.
- Ability to work independently with limited day-to-day direction, recognize what needs to happen, make sound decisions, surface risks appropriately and keep work moving.
- Strong systems thinking and problem-solving skills, including the ability to identify root causes, distinguish assumptions from evidence and design practical methods or solutions where a process does not yet exist.
- Ability to understand healthcare workforce, pathway and regional data and convert findings into implementation priorities without needing to be the technical analyst.
- Ability to create and maintain implementation dashboards, scorecards, project tracking and reporting mechanisms that provide meaningful visibility into progress, barriers and outcomes.
- Ability to establish accountability and drive follow-through across internal staff, external partners, consultants and third parties, including individuals who do not directly report to the position.
- Ability to travel statewide and adapt effectively across rural, urban, provider, education, public-sector and community settings.
- Commitment to learner-centered career pathway work, collaborative leadership and Pipeline Connects' mission.

Minimum Qualifications:

- Bachelor's degree preferred in a related field, or equivalent experience; five or more years of progressively responsible experience in project management, program implementation, healthcare, workforce development, education, public-sector initiatives, community partnerships or a related field.
- Demonstrated experience managing complex, multi-stakeholder projects or programs and independently driving work from concept through implementation.
- Demonstrated success working in a highly external role requiring professional relationship management, written communication, facilitation and presentations.
- Demonstrated ability to develop solutions, implementation methods, project structures or processes where significant direction or existing systems were not available.
- Experience using data, dashboards, scorecards, performance measures or other reporting tools to inform implementation decisions and communicate progress.
- Experience working across multiple organizations or stakeholder groups and coordinating work where authority is shared rather than hierarchical.

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- Experience or meaningful exposure to healthcare strongly preferred. This may include professional experience in healthcare, health plans, healthcare education or workforce development, community or public-sector healthcare work, caregiving, or other relevant experience that provides practical understanding of healthcare systems or workforce challenges.

- Knowledge of Arizona's healthcare ecosystem, including AHCCCS, health plans, provider organizations, healthcare education/training pathways or rural healthcare conditions, is strongly preferred but not required.

- Arizona healthcare, workforce, higher education, regional development or rural ecosystem experience strongly preferred.

Role Boundaries:

The Director of Healthcare Pathways is responsible for healthcare ecosystem implementation and coordination. Existing Pipeline Connects teams retain ownership of specialized functions within their areas of expertise. This role does not directly own:

- Direct K–12 school implementation, educator engagement or student-facing My Future AZ delivery.
- Organization-wide postsecondary implementation unrelated to the healthcare pathways portfolio.
- Production of workforce analytics, coding of analytical dashboards or data-science functions.
- Building or developing Pipeline Connects technology.
- Marketing campaigns, creative development or organization-wide communications strategy.
- Serving as a staffing agency, recruiter or physician recruiter; filling individual healthcare vacancies.
- Guaranteeing hires, placements, enrollment, credential completion or employment outcomes.
- Creating academic programs or controlling education-provider capacity.
- Primary fundraising, business development or contract negotiation responsibility.

Work Environment & Travel:

Pipeline Connects is a virtual organization. This position will primarily work from a home office and will regularly use virtual collaboration platforms, project-management tools and other technology to coordinate work across the organization and with external partners. The position requires statewide travel for partner meetings, presentations, convenings, regional implementation and other responsibilities. Travel may include same-day and overnight travel depending on project needs.

The responsibilities listed are intended to describe the general nature and level of work performed by this position and are not an exhaustive list of all duties, responsibilities or qualifications. Responsibilities may evolve based on organizational priorities, funded initiatives and healthcare pathway needs.