

MOTHERS' MILK BANK CALIFORNIA

Manager, Hospital & Family Care Programs

Join us in a mission that saves lives. As the Manager of our “Cares Program,” you will lead efforts to ensure hospitals have reliable, consistent access to life-saving donor human milk—supporting the most vulnerable babies when they need it most. Through this work, you will also help extend care beyond the hospital, empowering families and improving early-life health outcomes—one baby at a time.

As the **Manager, Hospital & Family Care Programs** at Mothers' Milk Bank California, you will oversee all recipient-facing services, with a primary focus on strengthening hospital partnerships, optimizing inpatient utilization, and ensuring seamless coordination of care. This role extends that impact beyond discharge, supporting families at home and creating a connected, end-to-end care experience from NICU to home. **Success in this role requires consistently building and maintaining strong, in-person relationships with hospital stakeholders to drive collaboration and ensure program success.**

Guided by a mission to nourish and protect infants, you will build and strengthen systems, pathways, and partnerships that expand hospital access, improve care continuity, and ensure long-term sustainability.

What Success Looks Like

In this role, success is both measurable and deeply human:

- Hospitals trust and rely on strong, consistent referral pathways
- Access to donor milk expands while supply is responsibly managed
- Program decisions reflect both mission impact and financial sustainability
- The Cares Program operates as a seamless, high-impact, human-centered system

Important Details

- **Compensation:** \$90,000 - \$96,750 annually; commensurate with experience
- **Location:** On-site in San Jose, CA
- **Hybrid Schedule:** Full-time (40 hours per week)
- **Benefits:** Medical, dental, vision, disability insurance, paid vacation and sick leave, 10 holidays, and 403(B) with a 3% employer contribution
- Occasional evening and weekend work required
- Ability to lift and move up to 30 pounds
- Valid driver's license with a clean driving record; travel within California and across additional states as needed

Key Responsibilities

Cares Program Leadership & Service Delivery

- Manage the Cares Program across the full continuum of care, including both inpatient and outpatient recipient services, intake, education, ordering, and follow-up for a seamless experience
- Serve as a trusted resource for families, providing clear, compassionate guidance and education; ensure every family receives consistent, compassionate, and high-quality support throughout the journey in understanding their options and navigating access to donor milk following discharge
- Identify and address barriers to access to ensure more families receive support
- Develop and optimize workflows, policies, and systems to expand access, improve coordination, and increase operational efficiency

Hospital Partnerships & Continuum of Care

- Conduct and maintain a visible, in-person presence within partner hospitals with regular on-site visits with hospital partners to support program implementation and relationship management
- Build and maintain trusted relationships with hospital partners across California and other service regions, including NICU, postpartum, and well-baby units; conduct regular in-person visits with hospital partners
- Oversee the Hospital Outreach Specialist to ensure strong alignment between hospital partnerships and family support services

- Collaborate with clinical teams (NICU staff, lactation consultants, postpartum and discharge teams) to expand access and strengthen referral pathways into outpatient care
- Ensure seamless transitions for families from hospital to home with clear, supportive pathways into the Cares Program
- Travel to additional service regions as needed to support partner engagement and program growth
- Represent the organization in hospital meetings, trainings, and community or industry events

Mission-Driven Growth & Stewardship

- Balance demand across hospital and outpatient settings with available milk supply in alignment with organizational priorities
- Support sustainable program growth by guiding families through pricing, payment options, and financial assistance
- Identify opportunities to improve inquiry-to-order conversion and increase successful access to donor milk
- Partner with leadership to drive responsible growth without compromising supply or service quality

Cross-Functional Collaboration

- Partner with Processing, Quality, Marketing, and Operations to align supply, demand, and service delivery
- Share insights from families and hospital partners to inform strategy and program improvements
- Support coordinated initiatives that increase awareness and expand access to donor milk

Performance Tracking & Continuous Improvement

- Track key metrics, including hospital engagement, family inquiries, conversion rates, outpatient orders, and financial assistance
- Maintain accurate records in CRM and operational systems
- Provide regular reporting and actionable insights to leadership
- Continuously refine program performance to improve impact, access, and sustainability

What You Bring

- Passion for and alignment with Mothers' Milk Bank's mission
- Bachelor's degree (or equivalent experience) in public health, healthcare administration, social work, business, or a related field
- 3–5+ years of experience in healthcare services, nonprofit program management, patient/recipient-facing roles, or mission-driven program growth and resource stewardship
- Experience working with hospital settings (NICU, postpartum, or well-baby units strongly preferred)
- Proven ability in relationship building and stakeholder engagement across clinical and community partners

Core Competencies

- Ability to travel and meet with hospital partners in person on a regular basis throughout California and, as needed, to additional states served by the organization
- Ability to balance compassionate, family-centered service with financial and operational responsibility
- Strong communication, interpersonal, and relationship-building skills
- High attention to detail with strong organizational and time management abilities
- Comfort working with data, systems, and performance tracking; commitment to data-informed decision-making
- Strategic thinking and problem-solving capabilities
- Sound business judgment with a mission-driven mindset
- Collaborative, team-oriented approach with the ability to work cross-functionally
- Natural ability to build trust with families and clinical partners

Why This Role Matters & How You Can Apply

This isn't just program management—it's **life-impacting work**. Every system you improve, every partnership you strengthen, and every family you support directly contributes to better health outcomes for vulnerable infants. If you're inspired by this work, we'd love to hear from you. **Please submit your resume and a cover letter to: mothersmilkbankcareers@gmail.com; put "Manager, Hospital & Family Care Programs" in the subject line.**

Mother's Milk Bank California is an Equal Opportunity Employer and is committed to creating an environment of equity and inclusion. Recruiting and retaining a diverse workforce is a high priority; people of all identities, backgrounds, and cultures are encouraged to apply.