

## Job Description

### Position Title: Network Director

The Network for Regional Healthcare Improvement (NRHI) is a national organization focused on promoting meaningful improvements in healthcare quality and cost containment. Over forty Regional Health Improvement Collaboratives (RHICs) exist in the US, many of which form the core of NRHI's membership. The emphasis of RHICs is on performance measurement, payment and delivery system reform, training and assistance in performance improvement, and patient education and engagement. NRHI provides the strategic structure that will allow for learning, sharing, and consensus building on the fundamental changes needed in healthcare payment systems.

### Position Summary

The Network Director is responsible for the management and evolution of a vibrant health care information and transformation network. This critical leader will act as the functional Editor-in-Chief and Go-To-Director of the Network, overseeing the strategy, management and continual evolution of the organization. As a content expert in health care transformation, Regional Health Improvement Collaboratives (RHICs), and consumer and patient engagement, the Director will be responsible for strategic development of a high profile national network of healthcare transformation leaders, external communications and partnerships, and supporting regional improvement efforts. The Director will also be working with the NRHI Board, overseeing staff and consultants, working with health care affinity groups across multiple topics, developing content for the web and leading regional and national forums.

This is a full time senior position responsible for oversight of key organizational projects sponsored by NRHI. A top priority for this individual is to enable and manage best practice sharing and joint collaborative projects amongst NRHI members, provide information and support to established and emerging regional improvement initiatives, and increase national awareness of and support for the work of Regional Health Improvement Collaboratives (RHICs). Additionally, this position is expected to build key partnerships and represent regional initiatives at national forums and speaking engagements, therefore being able to present and communicate effectively is paramount. Coordinating effectively with the CEO and relevant committees, members and partnering members and agencies is essential. The Network Director will report directly to the CEO of the organization. The CEO may assign other duties as needed.

### Responsibilities

- Develop and maintain strong relationships with national and regional organizations and healthcare leaders;
- Develop and sustain a strong brand presence for the network;
- Manage staff through effective team building, hiring and training, performance monitoring and management, coaching and communication with an eye to a shared vision and goal
- Manage relationships with internal and external consultants
- Routinely analyze the online and offline presence of the network for an optimal and rich user experience

### Additional capabilities include:

**Network Experience:** Experience in managing and sustaining an online hub or network. Strong understanding and experience in integrating online and offline marketing activities and leveraging social media platforms for the desired results.

**Healthcare Cost and Quality Experience:** Experience and deep understanding of issues related to healthcare cost and quality measurement, knowledge of administrative claims data, and public reporting of healthcare cost and quality measures is required. Familiarity with the evolving dynamics between healthcare providers, consumers, payers, and purchasers is essential.

**Communication Skills:** Demonstrated ability to communicate effectively in a variety of venues. Collaboration with prominent national organizations, such as the Robert Wood Johnson Foundation (RWJF) and the Agency for Healthcare Research and Quality (AHRQ), and direct work with physicians and employers require superior professionalism and communication skills.

**Organizational Skills:** Superior organizational and project management skills to coordinate and implement a variety of concurrent projects across multiple organizations.

**Business Skills:** Ability to keep track of all projects, oversee resource and project schedule management, and summarize key metrics to report status of projects to key stakeholders.

In summary, the ideal candidate will combine technical expertise in the healthcare arena as described above, with experience in a wide range of leadership skills, including project and risk management, public speaking, and business management. This person must be confident, well organized, and comfortable working in a fast paced environment with a high level of professionalism. Confidentiality is a fundamental characteristic, as well as exceptional written and verbal communication skills, strong decision making ability and

sharp attention to details. Demonstrated ability to effectively handle problems quickly and efficiently is also essential.

**Requirements:**

- Bachelor's degree from a recognized college or university with a major study in business administration, healthcare, management, or similar fields;
- 5+ years experience in large project facilitation and oversight within the healthcare quality and cost arena;
- Experience working with claims data;
- Experience with healthcare quality and/or cost measurement;
- Experience with project development and financial oversight; risk and resource management;
- Experience with creating meaningful project metrics to effectively report on project status to key stakeholders;
- Demonstrated leadership and vision in managing teams, groups, and major initiatives;
- Excellent interpersonal skills, with an open and collaborative work style and commitment to get the job done;
- Excellent communication skills, both verbal and written;
- Demonstrated commitment to high professional ethical standards;
- Ability to look at situations from several points of view;
- Persuasiveness with details and facts, with demonstrated ability to challenge and debate issues of importance to the organization;
- Ability to delegate responsibilities effectively;
- Ability to manage large projects in a matrix organization;
- Willingness to travel throughout the US;
- Excellent computer skills; and,
- High comfort level working in a diverse environment.

Ideally the Network Director will work from NRHI's Portland, Maine office but remote arrangements will be considered for the right candidate.

Please submit your cover letter and resume to Barbara Dacko at [bdacko@nrhi.org](mailto:bdacko@nrhi.org)