

Position: Senior Manager of Operations, Collaborative Health Network

The Network for Regional Healthcare Improvement (NRHI) is a national organization focused on promoting meaningful improvements in healthcare quality and cost containment. Approximately 40 Regional Health Improvement Collaboratives (RHIC's) comprise NRHI's membership. RHICs provide performance measurement, payment and delivery system reform, training and assistance in performance improvement, and patient education and engagement within their regions and communities. NRHI provides the "connective tissue" between RHICs that allows for learning and sharing across and within RHICs.

Position Summary

This is a full time senior position responsible for The Collaborative Health Network (CHN) operations. The CHN project is funded by Robert Wood Johnson Foundation (RWJF) and hosted by NRHI and will be entering its 3rd year in the spring of 2016. The Senior Manager of Operations, Executive Director of the Collaborative Health Network. This Manager is responsible for timely execution of all CHN deliverables. In addition, the Manager will provide direct management for program managers responsible for in person and virtual events, online learning communities, technology and evaluation.

Responsibilities

- Focused on the practical and systematic operations of the project, and support success of the team through expansion and demonstration of value to partners and participants
- Works closely with the Executive Director to translate the strategic direction into a successful operating plan and management strategy for the entire CHN team to ensure successful, and timely execution of all project deliverables
- Provides direct management oversight to the Program Managers (3), Program Coordinators, Operations Specialist, and the Community Manager, as well as consulting and contracted resources to ensure appropriate alignment and coordination exists on the team
- Coordinate with all NRHI Directors, engage with senior and executive management within partners to ensure connection within projects as possible
- Develops operational processes and systems to create and enhance growth for sustainability, risk management, and using data and user feedback to drive improvement for the project
- Will also be integrally involved in development and support of major partnerships, as senior member of the team.

- Manage staff through effective team building, hiring and training, performance monitoring and management, coaching and communications with an eye to a shared vision and goal
- Manage contracts and relationships with external vendors
- Management of team developing and maintaining work plans related to day-to-day project operations
- Responsible for project deliverables including in person and virtual meetings, online learning platform and other technology innovations to support collaboration, searchable member directory and new innovation solutions to be identified by Director and team members
- Serve on leadership and advisory groups for different partner initiatives, and support the CHN advisory group

Desired Skills and Experience

- Bachelor's degree from a recognized college or university with a major study in business administration, healthcare, management, or similar fields; advanced degree preferred
- 5+years of experience managing a team in a complex setting
- 10+ years of professional experience in healthcare including experience in program and project management, risk and resource management and evaluation and effectiveness reporting
- 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
- Ability to delegate responsibilities effectively
- Willingness to travel throughout the US 10%
- Operational expertise with a strong grasp of communications and marketing, learning and dissemination, program evaluation, budgeting and reporting
- An innovator with a passion for the transformation of US health
- Strong experience in group facilitation and ability to effectively lead a multi-disciplinary team
- An entrepreneur who is intellectually curious and innovative in his/her thinking
- A collaborator who can partner and lead multi-disciplinary teams

This is a full time position located at NRHI's Portland, Maine office. Available April 1, 2016 pending grant funding. Qualified candidates please send resume and cover letter to Leah Robins-Schnairsohn at lrobins@nrhi.org.