

Communications Specialist

JOB DESCRIPTION

Position Title: Communications Specialist

The Network for Regional Healthcare Improvement (NRHI) is a national member organization of regional healthcare improvement collaboratives (RHICs) and state/regional partners across the United States. These multi-stakeholder organizations work in their regions and collaborate across regions to transform the healthcare delivery system to improve the patient experience of care, including quality and satisfaction; improve the health of populations; and reduce the per-capita cost of healthcare.

Position Summary

This is a full-time, temporary position in NRHI's Communications department. The position is scheduled to end on March 31, 2018, but may be extended or converted to a permanent position depending on funding. Reporting to the Communications Manager, the Communications Specialist will assume significant responsibility for NRHI's on-line presence, digital and multi-media projects. These projects include, but are not limited to: day-to-day management of the NRHI website; creating and posting content to NRHI's social media channels, and developing ideas to increase NRHI's followers; creation of high-quality products such as newsletters, and bulletins; list and content management; creating media lists; media relations support; and providing technical support for virtual events such as webinars. The Communications Specialist will also collaborate with other NRHI project coordinators, and project managers to align and support project priorities.

Responsibilities

- Provides overall support to the Communications Department.
- Provides day-to-day management of the NRHI website; works to ensure that content is up-to-date; and works with other members of NRHI staff to develop, format, and post content to the site.
- Posts articles, videos, and audio files to various digital channels including LinkedIn and You Tube.
- Manages regular mailings including a monthly events bulletin and newsletter, as well as special mailings such as invitations or alerts; ensures that mailing lists are up-to-date.
- Ensures successful archiving and retrieval process for all materials associated with marketing and communications collateral and materials, including video.
- Contributes to communications plans, creates press lists, manages distribution of press releases and other materials, assists with media relations.

- Directly supports tracking of member communications in NRHI’s Client Resource Management (CRM) tool.
- Utilizes NRHI’s CRM to support management of lists and NRHI contacts.
- Ensures the quality of all materials including final review for spelling, grammar, formatting, and readability.
- Provides technical support for webinars and other events conducted using Zoom.
- Other tasks as assigned

Desired Skills and Experience

- Bachelor’s degree from a recognized college or university; a major study in communications, journalism, marketing, or similar fields preferred.
- One to three years of professional experience (internships and college positions may be considered if work is applicable) in a communications, public relations, or journalism role; healthcare experience preferred.
- Experience implementing online and social media campaigns, creating newsletters, bulletins, and other mailings.
- Graphic design/layout skills and experience preferred.
- Excellent communication skills, both written and verbal. Excellent computer skills required including WordPress experience. Mail Chimp, InDesign/Canva/Piktochart or similar experience preferred.
- Excellent interpersonal skills, with an open and collaborative work style and commitment to get the job done.
- Multi tasker with strong time management skills and ability to adapt to changing priorities and support various projects as needed.
- Demonstrated commitment to high professional ethical standards.

This is a full-time, temporary position located in NRHI’s Portland, Maine office.

Qualified candidates please submit your resume, cover letter and complete our application via the careers section of our website <http://www.nrhi.org/about-nrhi/careers/>.

NRHI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected Veteran status.