

## Job Description

### **Position Title: Operations Specialist, 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. Over forty Regional Health Improvement Collaboratives exist in the U.S., 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**

After an initial pilot phase, NRHI is seeking 2 Operations Specialists to join the team immediately to support rapid network growth and deepen member engagement. This position will be initially hired as a full time, temporary position without benefits, with an opportunity to convert to a fulltime permanent position with benefits once the next round of funding is secured. The Operations Specialists are being recruited for a grant funded initiative: The Collaborative Health Network. The foundation of the Collaborative Health Network is the HealthDoers Platform, an easy-to-use online forum that facilitates peer to peer connections, knowledge management, and shared learning. The scope of the Operations Specialist roles will include all of the offerings of the Collaborative Health Network, including the HealthDoers, email marketing, monthly newsletters, and live/virtual events.

Operations Specialists will play a critical role in ensuring that standard processes and plans are in place for the Collaborative Health Network to grow effectively and sustainably. Operations Specialists will need to work closely with Community Managers of the HealthDoers Platform in a supportive role, and with the NRHI communications team to ensure that members have a seamless and coordinated experience.

The ideal candidate should have very strong organizational skills, be detail oriented, be able to manage multiple projects, and be comfortable working in an unstructured environment. Ability to work well on teams is critical, as is a self-motivated attitude. All candidates are expected to have a high degree of comfort using technology, including social media platforms as well as Microsoft Office.

This full-time, temporary position will report directly to the Senior Manager of Operations for the Collaborative Health Network, a grant-funded initiative directed by NRHI.

## Responsibilities

Responsibilities connected to Community Managers of the HealthDoers Platform

- Keeping an issue log related to technology
- Managing invitations and contact lists, including upkeep of the CRM
- Maintenance of documents and upkeep of tags to support knowledge management
- Maintenance of an up to date events calendar
- Creation of training materials for members
- Fielding member questions related to technology
- Supporting technical configuration of the platform (with direction and support)
- Creation of reports and gathering of metrics
- Scheduling of events and stakeholder meetings

Responsibilities connected to the NRHI Communications and Events Team

- Support for monthly webinars and in person events
- Support for production of weekly emails and monthly newsletters
- Basic website support
- Project management
- Creation of reports and gathering of metrics

## Additional capabilities include:

**Communication Skills:** Demonstrated ability to communicate effectively to a wide audience, and to be an ambassador for our organization.

**Writing:** Ability to effectively communicate with external audiences and senior level stakeholders via email.

**Organizational Skills:** Superior organizational skills with a desire to improve project management skills across multiple areas.

**Web/Social Media Skills:** Ability to support and monitor SEO content development for website and grow on-line presence of network through social media including but not limited to blogs, listservs, google hangouts, twitter etc.

Idea candidates must be adaptable, self-directed, 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, 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;
- Leadership positions in previous organization or university with a demonstration of strong organizational skills;
- Interest and experience related to social media and other online tools;
- 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;
- Ability to work in a highly flexible and unstructured environment;
- Excellent computer skills; and,
- High comfort level working in a diverse environment.

Ideally all Operations Specialist positions will be based in Portland, ME, and be full time, however, accommodation can be considered for competitive candidates.

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