

## Job Description

### Position Title: Program Assistant

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 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

The Program Assistant will be the in-house RHIC best-practices librarian and conference/program planner for a vibrant health care information and transformation network. As a RHIC best-practice librarian, this individual will collect, organize and curate content for a wide range of deliverables including the website, user interfaces, social media and printed materials. As a planner, he or she will manage the logistics and deliverables of large-scale events and conferences. He or she will also be responsible for tracking the progress of major projects, and supporting select project management needs of the network.

The ideal candidate should have strong communication skills (written and oral), excellent organizational skills, and be comfortable working on teams and independently. He/she should have an undergraduate degree in a health-related field and extensive experience in content curation and the planning of events.

This full-time senior position will report directly to the Director of the Collaborative Health Network, a grant-funded initiative directed by NRHI.

### Responsibilities

- Collect and curate content for a wide range of offline and online platforms
- Update and edit a vibrant website
- Schedule and plan meetings with network allies and members
- Manage the development and logistics of conferences, summits and meetings
- Track the progress of major projects
- Work with teams inside and outside the organization
- Assist team on other activities

**Additional capabilities include:**

**Conference Experience:** Experience in developing a conference and managing the logistics. Must have strong attention to detail and be responsive to the needs of our Network members

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

**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, to oversee resource and project schedule management, and summarize key metrics to report status of projects to key stakeholders.

**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.

In summary, the ideal candidate will combine a wide range of skills, including project and web management, conference planning, and business management. This person 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;
- Over three years work experience in healthcare related field;
- Experience with independently managing multiple work streams;
- Experience with creating meaningful project metrics to effectively report on project status to key stakeholders;
- Experience with 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 the Program Assistant will work from a Washington, D.C. 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)