

## Job Description

### Position Title: Project Manager, HealthDoers 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 (RHIC's) exist in the US, many of which form the core of NRHI's membership. The emphasis of RHIC's 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

This is a fulltime position working on the HealthDoers Network (HDN) project which is funded by the Robert Wood Johnson Foundation and led by NRHI. This individual will report to the Senior Manager, HealthDoers Online Platform and Programs and work closely with the Director, HealthDoers Network. This individual will support all service lines within HealthDoers with a focus on supporting sales and account management for HealthDoers online communities, virtual events, and consulting. Additionally, this role will support development and maintenance of project reports.

### Responsibilities:

- Develop and manage project work plans for the HealthDoers Network
- Assist leadership with implementation of marketing and sales tactics to support sales and management of online communities and consulting services
- Develop and maintain reports and dashboards to support all HealthDoers products and events
- Provide leadership for certain project efforts as assigned, assuring overall alignment with HDN and NRHI strategy;

- Engage as a member of the project team, and develop solid working relationships with all team members and customers;
- Develops, refines and maintains processes within NRHIs Customer Relationship Management (CRM) system to support sales and account management
- Keep apprised of technology developments, challenges and opportunities to support current and prospective customers;
- Support Senior Manager with design and successful execution of full portfolio of all online events, both executed directly by the HDN team, and executed in partnership with other programs, organizations, or communities;
- Responsible for tracking and monitoring event metrics and maintaining attendee lists within the CRM and other reporting tools
- Actively participate in online community discussions
- Active engagement as an NRHI team player to support the overall mission, vision and goals of NRHI;
- Assist HDN leadership with scheduling needs and other administrative functions as needed.
- Assists HDN leadership with execution and management of contracts for Private Communities, vendors and consultants
- Other duties as assigned by HDN leadership

In summary, the ideal candidate will combine knowledge of the HealthDoers Networks and its products and services with experience in a wide range of management skills, including project 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 communications, healthcare, management, or similar fields;
- 3-5 years' experience in preferably within the healthcare quality and improvement arena;
- High level of competency in Microsoft Office products including Word, Excel and Power Point;
- Ability to develop and manage project plans;
- Experience with on-line tools;
- Experience with social learning technology platforms;
- Experience with Smartsheet to manage project work streams;
- Experience with creating supporting documentation at both the

summary and detailed level to effectively communicate project deliverables and status;

- Demonstrated ability to lead and manage teams, groups, and 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;
- Ability to work in a highly flexible and unstructured environment
- Excellent computer skills; and,
- High comfort level working in a diverse environment.

### Additional capabilities include:

**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 direct work with physicians and employers require superior professionalism and communication skills.

**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.

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

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

This is a grant funded position located in Portland, Maine