



Position Description

Job Title: Director of Research	Salary Band:
Reports To: Vice President, Programs and Analytics	Hours per Week: 40

Position Overview:

- Takes a lead role in:
- Planning, organizing, managing, and overseeing activities of MHQP measurement, improvement, and research projects.
 - Coordinating work with vendors and partners.
 - Defining and designing new quantitative and qualitative proposals from research ideas, including creating conceptual frameworks from reviewed literature and/or primary research, draft budgets, timelines, and project protocols.
 - Submitting grant applications to secure project funding and IRB applications to secure IRB approval for new and on-going projects.
 - Writing project reports and research project manuscripts, including conducting or overseeing analyses and summarizing qualitative and quantitative data.
 - Presenting project information and data to stakeholders and other audiences.
- In addition:
- Works closely with MHQP CEO and the Director of Business Development to identify new projects and opportunities.
 - Mentors and trains junior project team members.
 - Ensures methodological and operational integrity of projects from initiation to completion.
 - Works with multiple project teams simultaneously.
 - Manages client relationships, including managing expectations.
 - Works closely with MHQP staff to evaluate research funding opportunities.

Please forward resume and cover letter to jobs@mhqp.org.

Essential Job Responsibilities:

- ◆ Directs MHQP project teams, interfacing regularly with team members to ensure coordination and communication of project objectives, schedules, and outcomes.
- ◆ Responsible for creating, and managing to, project budgets.
- ◆ Ensures that project documentation is developed and maintained including all pertinent design documents, process flows, reports, project descriptions, IRB submissions, etc.
- ◆ Oversees analysis of qualitative and quantitative data
- ◆ Participates in presenting and publishing project data.
- ◆ Supports business development activities regarding proposal/project development and grant submissions for outside funding.

- ◆ Participates in strategic planning regarding future MHQP measurement, quality improvement and research activities.
- ◆ Facilitates decision making in difficult situations where there are multiple priorities and opinions.

Required Skills, Knowledge, Must Haves and Experience:

- ◆ Minimum of 8 years of directly relevant work experience.
- ◆ Experience managing measurement and research projects, and project personnel.
- ◆ Demonstrated quantitative and analytic skills and aptitude.
- ◆ Demonstrated qualitative data collection and analytic skills.
- ◆ Excellent verbal and written communication skills.
- ◆ Excellent organizational skills, proven ability to organize complex processes involving multiple, detailed tasks and people. Ability to manage multiple tasks and assignments, meet deadlines and manage to schedule.
- ◆ Proven ability to synthesize data from multiple sources and make the information accessible to a broad audience.
- ◆ Working knowledge of survey and healthcare quality measurement methodology.

Education:

- ◆ Ph.D. degree in Public Health, Health Administration or equivalent.

Technical Expertise:

- ◆ Demonstrated knowledge and skills in using technical tools including a variety of PC applications including Excel, Microsoft Word, and Power Point.
- ◆ Familiarity with project management software desired.

Other requirements, skills, capabilities:

- ◆ Must be able to present to external parties, including at conferences and to the MHQP Board of Directors.
- ◆ Flexible on-site/remote/hybrid position, with periodic required in-person staff and client meetings.
- ◆ Ability to speak Spanish fluently is a plus

About the Massachusetts Health Quality Partners

Since 1995, MHQP has been leveraging its unique position as an independent coalition of key stakeholder groups (providers, payers, and patients) in Massachusetts healthcare to help provider organizations, health plans and policy makers improve the quality of patient care experiences throughout the state. We do this by:

- measuring and publicly reporting non-biased, trusted and comparable patient experience data;
- sharing tools, guidelines, and best practices to help support improvement efforts; and
- catalyzing collaboration to find breakthrough solutions to shared challenges.

MHQP's main impact areas are improving patient experience, advancing health equity, strengthening primary care and enhancing telehealth. Our work is driven by and organized around the principle that the challenges facing healthcare can only be solved through collaboration and innovation across key stakeholder groups – including patients, whom we believe are the most underutilized resources in the healthcare system. MHQP is the neutral body that brings these organizations and individuals together to find shared interests and solve problems that none can solve alone.