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| Job Title: Program Coordinator | Salary Band: \$44,000 – \$62,000, based on skills and experience |
| Reports To: Program Manager/ Vice President of Programs | Hours per Week: 40 |
| Supervises: N/A | |
| <p>Position Overview: Under the direction of the Program Manager/Vice President of Programs, the Program Coordinator completes the day-to-day tasks assigned within each project with a focus on maintaining project calendars, materials and communications. The Program Coordinator will work on multiple project teams simultaneously.</p> | |
| <p>Essential Job Responsibilities:</p> <ul style="list-style-type: none"> ◆ Supports Program Managers or VP/Directors on all aspects of assigned projects. ◆ Assists project teams in creating and maintaining project plans, timelines and issues logs. ◆ Maintains project calendar created by the Program Managers and assists with scheduling project related meetings and communications. ◆ Checks in regularly with internal colleagues to ensure coordination and communication of project schedules and tasks. ◆ Creates and maintains personal work plans to manage multiple tasks and priorities. ◆ Provides interface to customers and works with colleagues to respond to requests for information. ◆ Prepares meeting materials and records minutes for project meetings. ◆ Maintains project documentation including all pertinent design documents, process flows, reports to funders, project descriptions, etc. ◆ Assists in design and development of sections of project reports. ◆ Oversees distribution of reports to organizations that fund project work. ◆ Assists with grant submissions and proposals for outside funding. ◆ Assists, as needed, in producing project-based materials for MHQP Councils, Board of Directors and others. ◆ Provides support in implementing project related contracts and data use agreements. ◆ Provides support in all project related activities. ◆ Works collaboratively with other team members across the organization to meet project deliverables and deadlines. Research and support evidence-based strategies to address health inequities. | |
| <p>Required Skills, Knowledge, Must Haves and Experience:</p> <ul style="list-style-type: none"> ◆ Excellent organizational skills, attention to detail, proven ability to organize complex processes involving multiple, detailed tasks and multiple inputs. ◆ Ability to manage multiple tasks and projects, meet deadlines and manage to schedule. ◆ Excellent verbal and written communication skills. ◆ Excellent customer relations skills. ◆ Ability to develop and oversee multiple data bases that track customer/provider feedback. ◆ Working knowledge of clinical quality improvement methods and concepts, preferred. ◆ Ability to use basic project planning skills. ◆ Ability to work with others remotely. ◆ Interest or experience doing health services research, including survey development, interviewing, literature searches/review and qualitative data analysis. ◆ Intellectual curiosity about social determinants of health and health equity. | |
| <p>Education:</p> | |

A Bachelor's degree in social science, health related or communications field. 1+ years of experience in a position with comparable skill and responsibility preferred.

Technical Expertise:

- ◆ Demonstrated knowledge and skills in using technical tools including all Microsoft Office Products, especially Powerpoint, Excel, Outlook, or Access and a variety of other PC applications, Adobe Acrobat Writer and web-based browsers and tools.

Other requirements, skills, capabilities:

- ◆ Bilingual English/Spanish preferred.
- ◆ Must be able to balance multiple priorities effectively.
- ◆ Must be able to work independently with minimal oversight.
- ◆ Must work well in a team.
- ◆ Demonstrated commitment to advancing health equity.

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.

Please contact Natalya Martins: nmartins@mhqp.org for more information or to apply.