

## Position Description

**Job Title: Director of Research**

**FLSA Status: Exempt**

**Reports to: President and CEO**

**Hours per Week: 40**

### Position Overview:

The Director of Research leads MHQP research initiatives, identifies new projects and research funding opportunities, and implements research-related project work. The Director works closely with MHQP Senior Leadership to ensure conceptual, methodological and operational integrity of all research projects.

- Create a research agenda and formulate research questions for MHQP based on MHQP's considerable qualitative and quantitative data assets.
- Define and design new qualitative and quantitative proposals from research ideas, including creating conceptual frameworks from reviewed literature and/or primary research and drafting budgets, timelines, and project protocols.
- Draft research and analytic components of grant applications to secure project funding.
- Complete and submit IRB applications to secure approval for new MHQP research projects.
- Conduct and oversee literature reviews.
- Develop qualitative interview guides to support research projects.
- Draft manuscripts for submission to academic research journals.
- Draft project reports including conducting and/or overseeing analyses and summarizing qualitative and quantitative data.
- Advise on analytic planning and statistical testing of MHQP data to support research and project activities.
- Lead research projects, with assistance from program management staff.
- Coordinate research activities with external research partners, as applicable.
- Present research and project methodology and results to stakeholders and other audiences.

Please forward resume and cover letter to [jobs@mhqp.org](mailto:jobs@mhqp.org).

### Essential Job Responsibilities:

- ◆ Directs and oversees analysis of qualitative and quantitative data, in partnership with MHQP program and analytic staff.
- ◆ Supports business development activities regarding proposal/project development and grant submissions for outside funding.
- ◆ In partnership with MHQP Finance and Program staff, creates and manages project budgets and timelines.
- ◆ Ensures that project documentation is developed and maintained including all pertinent design documents, process flows, reports, project descriptions, IRB submissions, etc.
- ◆ Presents research and project results to MHQP stakeholders.

**Education:**

Ph.D. degree in Public Health, Health Services Research, Social Sciences or equivalent required.

**Required Skills, Knowledge, Must Haves and Experience:**

- ◆ Minimum of 8 years of directly relevant work experience.
- ◆ Demonstrated skills in qualitative research, including drafting interview guides, conducting interviews, and summarizing findings.
- ◆ Experience in analysis of health care data.
- ◆ Experience in health care survey methodologies.
- ◆ Track record of publication in peer reviewed academic journals.
- ◆ Experience managing measurement and research projects, and project personnel.
- ◆ Experience working with cross-organizational research teams.
- ◆ 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 a project 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.

**Technical Expertise:**

- ◆ Familiarity with statistical analysis software, including SAS and Stata, and qualitative research software (e.g., NVivo, MAXQDA)
- ◆ 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:**

- ◆ Flexible on-site/remote/hybrid position, with periodic required in-person staff and client meetings and ability to travel domestically, as needed, to attend conferences and other business-related activities.
- ◆ Ability to speak Spanish 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 and strengthening primary care. 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, who 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.