



Position Description

Job Title: Project Coordinator	Location: Primarily remote (Massachusetts)
Reports to: Program Manager/Director	Hours: Full-time (40 hours/week)
Supervises: N/A	Salary range: \$42,000-\$55,000 annually

To apply, please send your resume to jobs@mhqp.org.

Position Overview:

Massachusetts Health Quality Partners (MHQP) is seeking a Project Coordinator to support its healthcare measurement and reporting initiatives. Under the direction of the Program Manager/Director, the Project Coordinator completes the day-to-day tasks assigned within each project with a focus on maintaining project workplans, materials, documentation, and communications. The Project Coordinator will work on multiple project teams simultaneously, with a focus on supporting MHQP's statewide patient experience survey programs.

This position is primarily remote, with an expectation of attending monthly in-person staff meetings at MHQP's Brighton office and occasional in-person meetings or events in the Boston area.

Key Responsibilities:

- ◆ 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 or Directors 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 (e.g., agendas, slides) and records minutes for project meetings.
- ◆ Reviews and quality checks survey materials, data files, and reports to ensure accuracy and completeness.
- ◆ 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.
- ◆ Supports distribution of reports to health plans, physician organizations, and other MHQP stakeholders and clients.
- ◆ Assists with grant submissions and proposals for outside funding.
- ◆ Assists in producing project-based materials for MHQP Councils, Board of Directors, and others.
- ◆ Provides support in implementing project-related contracts and data use agreements.
- ◆ Works collaboratively with other team members across the organization to meet project deliverables and deadlines.
- ◆ Conducts literature reviews and environmental scans.
- ◆ Collaborate with colleagues across the organization to meet project goals and deadlines.
- ◆ Contribute to projects focused on driving improvements in healthcare quality, patient experience, and health equity.

Qualifications

Education & Experience:

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

Skills:

- ◆ 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.
- ◆ Working knowledge of healthcare quality measurement and reporting methods and concepts preferred.
- ◆ Ability to use basic project planning skills.
- ◆ Interest in or experience with health services research, including survey development, interviewing, literature searches/review and qualitative data analysis.
- ◆ Interest in working with data, including tracking, organizing, and supporting analysis of survey or program data.
- ◆ Commitment to advancing health equity, including understanding and addressing disparities in patient experiences and healthcare outcomes.
- ◆ Interest in and/or experience supporting social media and digital communications preferred

Technical Skills:

- ◆ Proficiency in Microsoft Office applications, particularly Excel, PowerPoint, Outlook, and Word.
- ◆ Familiarity with tools for document management and content creations, such as Google Drive, Canva, and Adobe Acrobat.
- ◆ Experience using data tracking tools or databases preferred.
- ◆ Familiarity with project management software preferred.

Work Style:

- ◆ Strong ability to manage deadlines and balance multiple priorities.
- ◆ Ability to work independently with minimal oversight.
- ◆ Ability to collaborate effectively as part of a team.
- ◆ Comfortable working in a remote environment.

About MHQP

Now in its fourth decade, **Massachusetts Health Quality Partners (MHQP)** is a trusted, local measurement and reporting organization that equips provider organizations, health plans, policymakers, researchers, and employers with data-driven insights and collaborative strategies needed to improve patient experiences, reduce health inequities, and strengthen primary care in Massachusetts.

We do this by:

- **Fostering collaboration across stakeholder groups** to create a shared understanding of collective challenges and opportunities
- **Conducting expert quantitative and qualitative data collection** to capture in-depth information about healthcare experiences
- **Making sense of this data through expert analyses** to generate actionable insights that can help direct quality improvement efforts
- **Transparently sharing data, trends and insights** with key stakeholder groups, decision-makers and the public to inform policy, support accountability, and drive meaningful action