



*Join an organization at the forefront of improving health by transforming care through Centering® groups*

## **CENTERING CONSULTANT**

### **ABOUT CENTERING HEALTHCARE INSTITUTE:**

The Centering® Healthcare Institute (CHI) is on the front lines of transforming healthcare delivery and increasing the opportunities that people have to thrive. With over two decades of experience working closely with healthcare providers from all sectors, we've developed the Centering group care model. Our team provides implementation support to guide healthcare practices through every step of the system redesign and to build a foundation for a successful, sustainable practice. We have developed curricula and patient materials, and our facilitation training offers a variety of skill-building and interactive learning activities that prepare facilitators to lead engaging groups. We offer practice management and support tools, and site accreditation for model fidelity and quality assurance. We are engaged in advocacy efforts for payment reform and community outreach to achieve the Quadruple Aim of better health, better care, lower cost and provider satisfaction. Leadership and collaboration are at the heart of our success.

### **ABOUT CENTERING:**

Centering® is an innovative, evidence-based model of group care that brings patients out of the exam room and into a comfortable group setting. Clinicians see a group of 6-12 patients with similar health conditions who receive the highest quality of care and, as part of an ongoing group, form a supportive community where they gain knowledge, skills and confidence. The Centering model utilizes a facilitative process that incorporates health assessment, interactive learning and community building to help support positive health behaviors and drive better health outcomes. With over two decades of experience working closely with healthcare providers from all sectors, CHI has developed and sustained the Centering group care model in more than 500 practice sites in the U.S.

### **The Position**

The Centering Consultant is both expert in the clinical implementation of the Centering model and a skilled facilitation trainer. They are equally comfortable engaging with clinical staff and leadership to ensure that the systems changes required to meet CHI's quality and sustainability expectations are achieved. They are skilled facilitators with the ability to transfer those skills to providers and clinical care teams tasked with providing Centering care.

This is a full-time position. Geographic preference is given to applicants residing in TX, CA,. Proximity to an international airport is essential as the position requires extensive travel. Consultant will be traveling 2-3 weeks per month to sites around the country. The candidate must be willing to travel throughout the U.S. and be flexible to work on any day of the week.

## **Responsibilities**

### **Lead Facilitation Training**

Develop the skills needed by clinical teams to facilitate Centering groups. The Consultant is responsible for:

- Leading workshops for clinical staff to teach and develop facilitation skills
- Providing or participating in training, evaluation, and coaching for new and developing trainers

### **Practice Site Consultation**

Practices implementing group care contract with CHI for implementation support services. The Consultant will:

- Drive the implementation process to ensure that practices are meeting performance expectations and timelines established in CHI's implementation protocols
- Provide guidance remotely and on-site for the system redesign of clinical practice settings to successfully adopt Centering group care models, including but not limited to physical modifications, patient flow, staffing, patient enrollment and evaluation
- Be an active and 'visible' resource to assigned practice sites and be readily available and responsive to all communication in a timely manner; understand the site's demographics, unique circumstances, comparable settings, potential alliances, and regional activity
- Identify resistance and performance gaps that are obstacles to successful implementation and work with the practice site to develop corrective measures
- Perform Site Approval assessments through documentation review and an on-site visit to verify model fidelity and sustainability of the Centering model of care

### **Organizational Responsibilities**

- Provide timely, accurate, reliable communication including activity and productivity reports, expense reports, and responses to internal and external customers
- Attend the monthly Practice Services and Support Meeting
- Other duties as assigned

### **Experience, Skills and Attributes**

- Comfortable with healthcare delivery system norms, structures, vernacular
- Minimum 3 - 5 years of in person skills-based training experience preferably using a facilitative model
- Minimum 3-5 years of experience in program implementation and systems change / redesign
- Experience managing change across all levels of an organization
- Experience working with diverse populations
- Excellent communication and presentation skills
- Must be willing and able to travel and have reliable access to major airport for national travel
- Bilingual candidates strongly encouraged to apply
- Strong computer and PowerPoint skills; able to learn new IT platforms and tools quickly and effectively use them in work processes
- Familiarity with Centering a plus
- Bachelor's degree required and Master's preferred.

## **Application Process**

Applicants should submit a resume with a one-page cover letter briefly summarizing their interest in and qualifications for the position to [employment@centeringhealthcare.org](mailto:employment@centeringhealthcare.org). Please put “**Centering Consultant**” in the subject line.

**CHI actively seeks to build a diverse staff that is reflective of the populations we aim to serve and the communities where we work. CHI encourages multiple perspectives and experiences and strives to hire and retain a diverse workforce. Our employees are passionate, curious and eager for the challenge of changing healthcare.**