



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

Director, Product Development

The Centering Healthcare Institute (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.

About 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.

The Position

The Director, Product Development is responsible for the development of new Centering products and services including digital, eLearning and print offerings. This role is critical for creating new and innovative product offerings that guide our healthcare partners, are accessible across multiple patient populations and support CHI's expansion goals.

Responsibilities

This role works closely and collaboratively with cross-departmental staff, Advisory Group members and other Centering champions and content experts in the planning, design and testing of CHI products and services.

- Ensures that an equity lens and CHI's core values are infused into all of our communications, products and services
- Continually strives to improve and enhance the CHI product offerings with a focus on customer experience, accessibility and maximum business value
- Remains ahead of technology innovations and trends to inform digital and instructional design strategy
- Leads development of all digital offerings and eLearning
- Reviews current product and services data regularly to ensure products are being used effectively and meeting customer needs
- Plans and conducts training and development of field advisors, regional staff and Boston staff to ensure they are up to date with new products and services
- Manages external vendor relationships including design, translation, printing and product distribution

Experience, Skills and Attributes

- Curious, positive attitude focused on learning and continuous improvement
- Creative writer and thinker, with experience writing for a variety of audiences and purposes
- Proven project management skills
- Demonstrated ability to effectively convene and oversee collaborative teams including design, marketing, IT, customers and staff
- Proficiency with Adobe Creative Suite (including InDesign), video editing and Learning Management systems
- Familiarity with Google Suite, MailChimp and Salesforce CRM
- Bachelor's degree in instructional design, educational technology or similar relevant field preferred, plus at least 4-7 years of related experience
- Bilingual candidates strongly encouraged to apply
- Must be flexible, a good teammate, able to jump in as needed and manage multiple projects and priorities simultaneously
- Passionate about improving the U.S healthcare delivery system, in particular the patient experience of healthcare, health outcomes and health equity

Physical Requirements/Work Environment

Primary Location: United States - Massachusetts-Boston or remote location

Schedule: Full-time

Report to: Director of Innovation

Compensation and Benefits

CHI is fully committed to the success of all team members and offers a robust compensation and benefit package that includes:

- Salary: \$80,000 - \$95,000 Yearly
- 401k with up to 8% employer match
- Medical, dental and vision
- Disability & life insurance
- 26 paid days off

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**. Please put "Director, Product Development" in the subject line.

While we appreciate all applications, we are only able to follow up with candidates who will be moving forward with our interview process.