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

Executive Assistant to the CEO

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.

Position Summary

Reporting directly to the CEO, the Executive Assistant provides executive support in a one-on-one working relationship. The Executive Assistant serves as the primary point of contact for internal and external constituencies on all matters pertaining to the office of the CEO. The Executive Assistant also serves as a liaison to the board of directors. The Executive Assistant must be creative and enjoy working within a fast paced and growing environment that is mission-driven. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational
skills. We seek someone who is considered a positive force, and who manages stressful situations with ease, and treats everyone with dignity and respect.

**Essential Functions / Responsibilities**

**Executive Support**

- Coordinates meetings with CEO and external constituents, including current and prospective individual and institutional donors, strategic partners, and others in partnership with applicable departments.
- Ensures staff has provided supporting materials to CEO for meetings and travel.
- Works closely and effectively with the CEO to keep them well informed of upcoming commitments and responsibilities, following up appropriately.
- Plans, coordinates and ensures the CEO's schedule is followed and respected.
- Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO, including those of a sensitive or confidential nature. Determines appropriate course of referral, or response.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO’s ability to effectively lead the company.
- Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Inputs CEO activity and runs management reports from Salesforce database.

**Board Support and Liaison**

- Serves as the CEO’s administrative liaison to CHI's board of directors.
- Communicates directly, and on behalf of the CEO, with Board members, donors, Foundation staff, and others, on matters related to CEO's programmatic initiatives.
- Provide administrative support for the Board of Directors, including maintenance of committee rosters, meeting schedules, recruiting materials, preparing meeting materials and taking and disseminating board minutes.
- Coordinates and compiles content for quarterly organizational reports to the board, assuring the highest level of quality and accuracy.
- Plans and executes virtual and in-person board meetings, logistics and support.
- Assists board members with travel arrangements, lodging, and meal planning as needed.
- Maintains discretion and confidentiality in relationships with all board members.
- Adhere to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format.
Requirements & Qualifications
- Substantial administrative experience in a fast-paced nonprofit, with a track record of deftly managing competing priorities and strong organizational, communication, prioritization and planning skills.
- Can act as an effective ambassador for CHI and an effective representative for the CEO through external and internal communications
- Sensitivity to and experience in working with culturally diverse populations
- Outstanding client and customer service skills.
- Highly proficient MS Office skills.
- Reliable, discreet, and with a reputation for maintaining confidentiality without exception.
- Verbal, written and interpersonal savvy, with superior judgment at all times.
- Deadline-driven and personally accountable.
- Experience managing travel, calendar and a range of logistics for busy executives.
- Must be able and willing to attend evening and weekend activities as needed
- A sense of humor and empathetic orientation.
- Ability to effectively use a Salesforce database
- Ability to troubleshoot basic technology issues related to administratively supporting an executive

Physical Requirements/Work Environment
Job is performed in an office environment. Day-to-day work includes paper and computer work as well as interaction with staff.

Primary Location: United States - Massachusetts-Boston
Schedule: Full-time
Number of Openings: 1
Report to: CEO

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: $55,000 - $65,000 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 “Executive Assistant” 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.