



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

## **SENIOR DIRECTOR OF ADMINISTRATION AND OPERATION**

### **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.

### **Position Summary**

The Senior Director of Administration and Operations (Sr. Director) reports to the Chief Executive Officer (CEO) and oversees all operational areas including information technology, human resources, and office management. They will also help in developing and expanding all operating aspects to support CHI's work and initiatives. This is a mission-critical position that sits on the organizational leadership team.

## **Essential Functions**

### **Strategy, and Leadership**

- Provide strategic recommendations to the CEO and members of the executive management team on human resources, administrative matters and operations
- Serve as the management liaison to the board and relevant committees
- Oversee and provide leadership to realizing organization's commitment toward integrating equity, diversity and inclusion into our culture and all our work

### **Operational Management**

- Manage vendor contracts in coordination with the CFO on contract financial aspects and serve as the point of contact for organization-wide contracting.
- Oversee the management and maintenance of technology resources, including the computer equipment, enterprise software & electronic customer interfaces, systems management, information and data security, and all IT aspects of CHI in order to support the organization as it grows and changes.
- Oversee management of CHI facilities and office management staff.
- Monitor grant timelines and reporting submissions & dates; coordinate content submission with staff
- Responsible for trademark renewals and applications, coordination with outside legal counsel relevant to operational issues; Conflict of interest monitoring and enforcement
- Oversee inventory management and production

### **Talent Management**

- Create strategies to attract, retain, and develop staff members across the organization with a strong focus on issues related to equity, diversity and inclusion
- Oversee human resources functions, including compensation & employee benefits management, managing the staff development cycle, staff performance evaluations and professional advancement/development
- Implement strategies to improve individual program performance and promote effective cross-organization communication and collaboration initiatives.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure the ongoing standards and requirements of an ethical organization are maintained

### **Team Development/Leadership**

- Oversee, direct, and organize the work of the operations teams, including the office manager, human resources and IT staff.

### **Requirements and Qualifications:**

- Bachelor's Degree in business, public health or related fields
- 10 + years of experience in organizational management with the proven ability to coach senior-level staff to manage and develop high-performance teams and develop/implement program strategies.
- Demonstrated experience with identifying and implementing best practices of equity, diversity, and inclusion within an organization.

- Demonstrated project management skills to take initiatives from ideas to execution including effectively managing budgets, timelines and processes.
- Well-developed written and verbal communication skills with the ability to negotiate and work with a variety of internal and external stakeholders.
- Analytic and decisive decision maker able to prioritize and manage effectively in a fast-paced environment.
- Strong problem analysis, assessment of alternatives, and rational decision making skills
- Highly-developed attention to detail, with strong interpersonal skills and a proven collaborator with ability to prioritize effectively in a changing environment.
- Bilingual/bicultural background highly desirable
- Strong knowledge of Microsoft office application (word, excel, power point) as well as Salesforce and/or other enterprise software system
- A successful track record in meeting deadlines; keen analytic, organization and problem-solving skills which support and enable sound decision making
- A strong commitment to the mission, goals, and values of CHI
- Presentation, and reporting skills using both verbal and written communication, tables, spreadsheets, handouts and other appropriate materials

#### **Reporting Structure:**

- This position reports to the CEO

#### **Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential function in a satisfactory manner. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **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 “**Senior Director**” 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.**