

Job Description – Partnerships Senior Associate

Title: Partnerships Senior Associate

Supervised by: Director of Partnerships and Engagement

Supervises: n/a

Status: 1 FTE, exempt, employee

Location: Remote

Date: April 2021

Our Organization

The [Society to Improve Diagnosis in Medicine](#) (SIDM) catalyzes and leads change to improve diagnosis and eliminate harm from diagnostic error, in partnership with patients, their families, the healthcare community, and every interested stakeholder.

The Position

The Partnerships Senior Associate will play a large role in building and maintaining SIDM's relationships with partner organizations, including [Coalition to Improve Diagnosis](#) members. The Coalition is a collaboration of more than 60 leading healthcare organizations focused on ensuring that diagnoses are accurate, communicated and timely. Our Coalition members represent doctors, nurses, testing professionals, patients and their families, employers, researchers, policymakers, educators, leading health organizations, and government agencies involved in patient care.

Responsibilities

Coalition Support

- Contribute to Coalition meeting strategy, including advance planning and scheduling. Participate in all activities, help determine content, take meetings notes and document follow-up and actions steps.
- Obtain and analyze feedback on Coalition issues and insights into the perspectives and needs of individual partners.
- Maintain Coalition related accounts in CRM and routinely update member lists.
- Track and update member activities and engagement. Provide ongoing support to Coalition members as activities evolve.
- Attend all internal and external Coalition calls, including, but not limited to, webinars, convenings, Hill events, briefings, on-boarding and work groups.
- Run metric reports to demonstrate successful engagement - in concert with other staff - as well as periodic assessments of Coalition members' satisfaction and level of engagement.
- Support membership communication and interaction through existing monthly newsletter and Higher Logic community.
- Aid in compiling status reports various aims of current grant.
- Write and proof Coalition material and content as needed. Assist in other projects and tasks in support of the Coalition as assigned.

Community Management

- Assist in the development and management of online communities.

- Implement new strategies to increase community engagement.
- Develop compelling content and events to encourage community participation.
- Monitor community analytics and recommend new approaches based on results.

Constituency Outreach and Engagement

- Develop and conduct surveys.
- Monitor analytics, make recommendations based on results and provide reports.
- Track and monitor speaking requests and thought leadership opportunities. Assist in presentation scheduling, coordinating, and tracking.
- Assist in the creation and execution of an overall plan for outreach and engagement, including the development of engagement and partnership pathways for organizations that align with our mission and vision.

Other

- Actively participate in required conferences, educational programs and staff meetings.
- Protect SIDM's value by keeping information confidential.
- Update knowledge by participating in educational opportunities; maintaining networks participating in professional organizations.
- Perform other duties as assigned by Director of Partnerships and Engagement.

Education

- Minimum Bachelor's degree.

Experience

- 3-5 years' work experience in related field.
- Experience using CRM software (Neon a plus), online community management software (Higher Logic a plus) and surveying tools (SurveyMonkey a plus).
- Previous experience working with coalitions a plus.
- Experience building rapport with SIDM's various constituencies: physicians, nurses, patients and their families preferred.
- Prior work experience in non-profit, mission driven organizations preferred. Healthcare focus a plus.

Skills and Abilities

- Excellent interpersonal and communication skills.
- Proficiency in Microsoft Office/Microsoft 365 programs.
- Ability to work simultaneously on a wide range of projects and prioritize tasks, manage time effectively and meet deadlines.
- Self-reliant, good problem solver and solution oriented with the ability to make decisions in a changing environment and anticipate future needs.
- Attention to details and the ability to work individually and proactively, within a multi-disciplinary team as well as with external partners.
- Passion for SIDM's mission.

Work Environment

- Virtual office. Occasional out of town travel is required.
- Smoke- and drug-free environment.
- Some work at off-site locations may be required and those may not necessarily be fully accessible.
- This role routinely uses standard office equipment such as computers, phones, and scanners. Employee is regularly required to talk, hear, see, and communicate effectively via computer.
- SIDM is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SIDM does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SIDM is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

Compensation

- We offer a compensation package that includes health, dental, and 403(b) retirement account.
- Salary range for this position is \$48,000-\$56,000, depending on experience and qualifications.

To Apply

Please submit resume and cover letter to careers@improvediagnosis.org with the subject line "Partnerships Sr. Associate - your last name, first name." Indicate in your email where you heard of the position opening.