

**JOB DESCRIPTION:**

**DCHI Operations Manager**

|  |   |
|--|---|
| <b>ORGANIZATIONS</b>                               | Delaware Center for Health Innovation   |
| <b>Title</b>                                       | Operations Manager  |
| <b>Opening Date</b>                                | June 10, 2019   |
| <b>Closing Date</b>                                | This position will remain open until August 1, 2019   |
| <b>Location(s)</b>                                 | Delaware  |
| <b>Contact</b>                                     | Julane W. Miller-Armbrister<br>julane@dehealthinnovation.org  |
| <b>About Delaware Center for Health Innovation</b> | <p>The Delaware Center for Health Innovation (DCHI) is a non-profit organization that serves as a critical convener, integrator, advisor, and influencer, working toward achieving comprehensive health care reform in Delaware. DCHI works in conjunction with a broad network of multi-sector stakeholders who are also committed to achieving sustainable health care transformation; resulting in better health outcomes, smarter spending and reduced overall cost, improved health care quality, and enhanced provider experience. DCHI was formed in 2014 to promote, catalyze and effect innovation in health systems and strategies in Delaware to support the state’s goal to become one of the five healthiest states in the nation. The organization is governed by a Board of Directors, that guides the management staff in fulfillment of the agency’s mission-driven objectives.</p> <p>For additional information about DCHI, please see:<br/><a href="http://www.dehealthinnovation.org">www.dehealthinnovation.org</a></p> |
| <b>Job Summary</b>                                 | <p>The DCHI Operations Manager (OPM) shall be part of the DCHI team to achieve DCHI’s mission and execution of its strategic priorities and goals. The OPM will facilitate the work of the DCHI Board and Committees through: (1) managing and supporting efficient, sustainable organizational operations, including supporting the Board and leadership processes and decision making, communicating effectively with and across DCHI board and committees, as well as with partners and others, and (2) developing and actively managing DCHI projects and programs, supporting stakeholder engagement and collaboration, with meeting coordination and follow-up/feedback, facilitation of interactions with other organizations and stakeholders, and all related communications.</p>  |

Employment Opportunity

|   |  |
|---|--|
|   | <p>The (OPM) will report directly to the Operations Support Director. The OPM will have in-depth knowledge of DCHI’s mission, strategic priorities, and program goals and progress– across each committee as well as at the Board level. The OPM will monitor progress and achievement of DCHI goals and priorities, ensure timely implementation, trouble shoot issues, facilitate solutions and serve to help integrate efforts across multiple facets of the work. The OPM will provide a high level of assistance to the DCHI Board Executive Committee members, Committee Chairpersons, and the Operations Support Director (OSD) in planning and preparation for all meetings and presentations, as well as reporting and integration of effort with all DCHI team members and subcontractors.</p> <p>This position is a full time, DCHI supported, salaried position.</p>   |
| <p><b>Duties and Responsibilities</b></p> | <p>Managing efficient and sustainable operations:</p> <ul style="list-style-type: none"> <li>• Operations support to DCHI to manage all processes for timely execution of strategic plans and priorities.</li> <li>• Work with DCHI Board leadership and OSD to maintain smooth working environment and processes.</li> <li>• Work with DCHI OSD and vendors/contractors to facilitate integration of all activities and initiatives across committees and partners.</li> <li>• Guide and facilitate continuous and timely relevant communications internally and externally. Specifically, this includes content creation and editorial oversight for external communications and to ensure a strategic communications plan with metrics and reporting.</li> <li>• Prepare memos, emails, and other communications on behalf of the DCHI leadership as needed.</li> <li>• Support all DCHI leadership by advising and updating on priorities, trends, programs, and innovations.</li> <li>• Ensure that Board and committees have accurate and timely information for consideration, and accurate agendas, and other relevant meeting materials as needed.</li> <li>• Coordinate logistics necessary to execute special projects.</li> <li>• Represent DCHI as appropriate and necessary in all aspects of this work at the direction of the OSD or Board.</li> <li>• Facilitate and cultivate partnerships and collaborations with stakeholders to effect programming and communications.</li> <li>• Conduct and report on progress to stated objectives.</li> </ul> |

Employment Opportunity

|                                |  |
|--------------------------------|--|
|                                | <ul style="list-style-type: none"> <li>• Assist in coordinating and developing the preparation of DCHI funding proposals (including proposals developed in collaboration with partners) and/or annual reports.</li> </ul>  |
| <b>Competencies</b>            | <ul style="list-style-type: none"> <li>• Successful program management experiences, such as planning, implementation, problem resolution, monitoring and reporting.</li> <li>• Leadership skills at a relevant level to the position.</li> <li>• Demonstrated understanding of statewide and federal health care transformation initiatives.</li> <li>• Ability to absorb, improve and apply processes for effective operations/excellent organizational skills.</li> <li>• Excellent interpersonal skills.</li> <li>• Proven ability to mobilize and collaborate effectively with others.</li> <li>• Orientation to detail and a commitment to accuracy and timeliness.</li> <li>• Proficiency in Microsoft Office suite, including MS Work, Excel, and Power Point.</li> </ul> |
| <b>Qualifications Required</b> | <ul style="list-style-type: none"> <li>• Minimum three years of related experience.</li> <li>• Minimum of BA or BS degree preferred.</li> <li>• Excellent communication skills - written and verbal.</li> <li>• Ability to work independently.</li> <li>• Flexibility to travel across state and attend meetings early morning and late evenings.</li> </ul>   |
| <b>How to Apply</b>            | <p><b>Please send resume and cover letter to:</b><br/><b><a href="mailto:admin@dehealthinnovation.org">admin@dehealthinnovation.org</a></b></p>  |