

**National Initiative for Children's Healthcare Quality**  
**Position Title: Project Coordinator**

**Organization:**

Founded in 1999, the National Initiative for Children's Healthcare Quality (NICHQ) is an action-oriented organization dedicated to achieving a world in which all children receive the high quality healthcare they *need*. A national organization with its home office in Boston, Massachusetts NICHQ also works with staff and faculty across the country.

**Overview:**

The Project Coordinator plays an integral role in assuring the quality of NICHQ projects. The Project Coordinator is the consummate host; he/she is often the first point of entry and main point of contact to the NICHQ project team, and external clients and faculty, both in telephone and email communication and also at meetings. During meetings and most events, the coordinator is responsible for and leads all travel and meeting logistics. The coordinator is the primary contact for onsite registration and serves as the interface between the meeting site and all participants during the event. The coordinator schedules meetings to meet deliverable timelines and to maximize participation of project team members. He/she oversees project files and provides documents and materials to the project team and the collaborative teams according to NICHQ standards. The coordinator holds the primary responsibility for managing the project documents, to enhance communication between the NICHQ project team and participating external teams. The coordinator anticipates roadblocks in meeting deadlines and deliverables and communicates in advance with the project manager and other team members to determine the appropriate approach and next steps.

**Major Responsibilities:**

- Coordinate activities of project team
  - schedule meetings, conference calls, conferences, in person planning meetings and site visits (if applicable) throughout the project working with other members of project team.
  - draft, distribute and post minutes for all project related calls
  - update and post project documents using file management hierarchy, including meeting minutes, calendars, content-related documents and measurement tools and monthly reports.
  - format project documents and assist with preparation of project reports
- Populate and manage a web-based knowledge repository. This includes:
  - training team members and project faculty/staff
  - uploading/maintaining current project materials monitoring and encouraging activity in Work and Discussion Groups
- Coordinate activities of external teams. This includes:
  - communicate project meetings and tasks to team members throughout project by sending notifications and reminders for various events and meetings.
  - triage questions from participating collaborative team member to appropriate NICHQ project staff member
- Assist with preparing materials and event binders under the direction of the Project Manager. Project Coordinator is responsible for:
  - sending reminders format and insert agenda
  - locate needed documents determined by the Project Director and Project Manager
  - coordinate and manage review process for all printed materials

- place printing order and review printer's draft (with project manager)
- bring one electronic copy of all final faculty presentations
- format and post evaluations Utilize standard templates for events, modifying dates as needed. This includes:
  - Faculty Packet (Including Travel Logistics as prepared by Events Coordinator)
  - Packing List to be sent to Events Coordinator
  - Handouts
  - Binder
  - CE materials
- Coordinate compliance with all CME and Contact Hour requirements with CE Unit in cooperation with Project Manager and Project Director. This includes:
  - set-up CE folders on shared drive
  - obtain and updating Bio Data Forms and Full Disclosure Statements from all Planning Group Members
  - complete Activity Application (with Project Manager)
  - assist with the submission of all materials to CE Unit for approval (with Project Manager)
  - completing post event documents with the exception of the Activity Review (completed by the Project Manager)
  - Format completed evaluations and distribute to Project Team and Planning Group(s)
- Event planning: liaison for project team. This includes:
  - work with the hotel to notify and coordinate dates and desired location for event in a timely manner
  - triage team and faculty member's travel logistic specific questions
  - determine catering needs and room arrangement for event
  - provide onsite registration & all logistics before and during event
  - schedule storyboard session logistical needs with hotel
- Monitor Action Period activities including:
  - maintain monthly data Tracking Report for project team to assess progress of participating teams as applicable to project
  - manage team reporting process by sending reporting reminders according to set process, and submitting these to the Project Director and Improvement Advisor
  - schedule conference calls and send reminders to collaborative participants
  - collect and disseminate feedback from participants on call topics
- Other project related tasks
  - Assure timely updates of the NICHQ website as determined by the web manager
  - Complete specific marketing tasks as determined by marketing consultation

Although Project Coordinators can expect to work on a broad variety of topics related to children's healthcare over time, NICHQ's major efforts include complex, multi-stakeholder, national projects on a variety of topics such as:

- Medical Home
- Autism
- Obesity
- Children and Youth with Special Healthcare needs (Newborn Hearing Screening, Epilepsy, Sickle Cell Disease)
- Perinatal care
- Health Information technology

We request that your cover letter include areas of specific interest and any related specialized experience/knowledge you have.

**Qualifications/Education and Training:**

Bachelor's degree required, one to two years previous work experience in a professional environment, proficiency with office systems and computers, experience or knowledge of health care and prior project management experience preferred.

Strong customer service skills, including being detail-focused, excellent written and interpersonal communication skills, ability to meet programmatic goals, ability to work independently and manage self toward goals while being a genuine team player,

**Salary**

Commensurate with qualifications and experience

**Benefits**

Excellent benefit package, including health, short and long term disability, and other benefits.

**NICHQ is an Equal Opportunity Employer**