

Career Opportunity: Improvement Advisor

Organization Overview

The National Institute for Children's Health Quality (NICHQ) is a mission-driven nonprofit dedicated to driving dramatic and sustainable improvements in the complex issues facing children's health. We provide deep expertise in building and managing effective change strategies that align partners and engage participants to achieve better outcomes for children's health.

Position Overview

The Improvement Advisor supports the performance improvement agenda of NICHQ through the facilitation of organization and key strategic projects and teams. Serves as an internal consultant to team leaders for project development, facilitation, and evaluation. Provides improvement training for leadership, staff and teams.

Summary

- Salary: Commensurate with experience
- Status: Full Time Employee

Responsibilities

Project Specific

- With Project Director, lead adherence to the mission and vision of the project and timely achievement of the project aims
- Proactively provide technical direction and support for project implementation, design and redesign
- Proactively provide technical direction and support in planning and implementing Breakthrough Series and other improvement models
- Proactively provide coaching and TA on improvement methodology to improvement teams, project officers, faculty and others
- Drive the identification of barriers to implementing improvement plans and collaborate with project leader to develop strategies to overcome these barriers
- Lead improvement-related project design
- 🛠️Develop Charters for improvement projects
- 🛠️Build systems view for projects
- 🛠️Develop the measurement strategy including development of key metrics, identification of data sources and collection of baseline data.

Build organization capacity for improvement

- Serve as a source of Improvement knowledge for the organization
- Teach improvement skills to others (workshops, events, and through project mentoring)
- Serve as an informal advisor to all levels of staff, for example:
- Assist coworkers in understanding improvement measures to use data to drive decision making

- Serve as a thought-partner to Human Resources about where within the organization improvement is needed. Provide ad hoc direction/advisement on implementing improvement initiatives
- Help with the interpretation of relevant organizational data and support data driven problem solving through ad hoc consultation with those who are collecting, organizing, analyzing and displaying qualitative and quantitative data
- Provide an improvement view for the organization
- Assist in the creation of an organization dashboard
- Actively participate in NICHQ's Scientific Oversight Committee

Qualifications

- Successful completion of formal improvement training
- Master's degree in relevant field (e.g., public health, program evaluation, social science); child health expertise strongly preferred
- Ability to coach improvement projects on project charters, aims, measurement strategies and testing
- Expert in planning and implementing Breakthrough Series model and other improvement models
- Expert in using and teaching Model for Improvement
- Ability to understand and explain data reports in different ways to different stakeholders
- Strong communications skills, both oral and written. Ability to communicate sensitive information with a variety of stakeholders in a tactful manner
- Skilled multi-tasker who can prioritize, work autonomously, establish timelines and meet deadlines
- Exhibits high level of organization, time management skills and management of numerous details for multiple projects
- Ability to work in a small, fast moving, and at times, intense environment

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