

PROGRAM DIRECTOR
PROGRAM FOR INTEGRATIVE MEDICINE AND HEALTH DISPARITIES
Boston Medical Center - Job Description Summary

POSITION SUMMARY:

The BMC Program for Integrative Medicine and Health Disparities aims to demonstrate the value integrative medicine can add in improving health and quality of life for all patients regardless of income; develop models of and deliver sustainable integrative services at BMC and affiliated practices, advance rigorous research and dissemination; and educate health care professionals and the public about the integrative health care model. The Program Director will be a highly competent and energetic professional with passion and expertise to promote the Program's impact, sustainability, and visibility. The successful candidate will oversee and manage all aspects of Program operations, with a focus on strategic and business planning, fundraising, communications, personnel supervision, and financial management.

ESSENTIAL RESPONSIBILITIES / DUTIES:

Works collaboratively with the leadership of the Program, Department of Family Medicine, Boston Medical Center and Boston HealthNet to successfully operate and grow the Program for Integrative Medicine and Health Disparities.

Job duties will include:

Strategic Planning and Program Development

- Work with Program Leadership in determining the overall mission, vision, goals and objectives of the Program. Ensures the implementation of a strategic plan that makes consistent and timely progress towards Program goals.
- Develop a business model and plan to sustainably deliver integrative care in the BMC, Boston HealthNet and affiliated practices healthcare environment.
- Lead efforts to create, identify, and respond to new opportunities for innovative projects and partnerships, with an emphasis on strategically increasing the Program's impact, sustainability, and visibility.
- Consistently manage projects and multiple tasks to meet goals, budgets and timelines; involve others in determining project scope and establishing realistic plans; procure necessary resources to accomplish project tasks; consistently complete projects efficiently and effectively.
- Establish and manage an Advisory group of stakeholders for the Program.

Fundraising

- Collaborate closely with BMC Development and Program leadership to proactively seek new funding opportunities by identifying new individual, foundation, and government funding prospects; prepare and submit funding proposals and grant applications.
- Cultivate and nurture relationships with current and past supporters; implement a process for ongoing engagement and education of past, current and potential donors.
- Establish, promote, and manage an active Leadership Council who are supporters, spokespersons and fundraisers for the Program.
- Develop and implement an annual fundraising plan.
- Work with insurers, other third party payers, BMC, and Boston HealthNet leaders to define the value of an integrative medicine approach and expand related financial support.

Communications

- Work with leadership and staff of the Program, Department, BMC, and Corporate Communications to develop and implement a communications strategy aligned with Program mission, vision, and goals.
- Strengthen Program's visibility, influence, and leadership internally within BMC and affiliated community health centers; locally and regionally within other health systems, payers, community-based organizations; and nationally as a model of reducing health disparities through integrative health care.
- Develop effective methods of communicating Program activities to the BMC community. Oversee website content and updating. Increase interprofessional engagement with faculty and staff campus-wide.
- Represent the Program internally on hospital committees; meetings with and presentations to providers, administrators, and staff; and externally to community health centers, organizations, patient groups, regulatory and granting agencies.
- Articulate the Program mission, vision and goals through presentations, written communication, and participation in relevant conferences and meetings.
- Communicate timely and accurate information about the Program's work and status to donors, stakeholders, and advisors.
- Schedule, coordinate agenda, and lead regular meetings of Program leadership, staff, and stakeholders.
- Contribute to and support the dissemination of research findings, clinical services, educational activities, and Program accomplishments.

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Operations

- Responsible for effective Program personnel management including hiring, onboarding, training, supervision, performance evaluation, mentoring, instilling commitment to quality and excellence, and disciplinary action when appropriate, including termination with supportive documentation as per established policy.
- Expand and manage volunteer and internship programs.
- Work with Program leadership and Department Finance Director to prepare Program's annual budget; establish and achieve financial goals; monitor status and projections of all accounts; report regularly financial status to Program leadership; ensure budget compliance; oversight of project budgets and day-to-day accounting functions by tracking and monitoring expenditures and reconciling expenses with accounts.
- Develop and implement policies and procedures, consonant with Department and Hospital policies.
- Provide oversight and support for Program activities in research, clinical services, and education. Assures the necessary administrative mechanisms and support are present to support Program activities.
- Monitor Program productivity and performance to identify and evaluate program strengths and challenges.

Other Duties

- Conform to hospital standards of performance and conduct, including those pertaining to patient rights, to ensure that exceptional customer service and patient care may be provided.
- Adhere to all of BMC's RESPECT behavioral standards.
- Utilize hospital's behavioral standards as the basis for decision making and to support the hospital's mission and goals.
- Follow established hospital infection control and safety procedures.
- Perform other duties as needed.

(The above statements in this job description are intended to depict the general nature and level of work assigned to the employee(s) in this job. The above is not intended to represent an exhaustive list of accountable duties and responsibilities required).

JOB REQUIREMENTS

EDUCATION:

Requires a Bachelors degree. Master's degree in a relevant field, such as business administration, public health, or public administration strongly preferred.

EXPERIENCE:

Must have a minimum of five years of related experience.

KNOWLEDGE AND SKILLS:

- Excellent interpersonal and communication skills, both verbal and written.
- Solid independent judgment and self-motivation.
- Organized and resourceful with the ability to complete tasks and projects efficiently.
- Ability to identify problems and develop solutions, prioritize workload, manage deadlines, organize workflow and multi-task in a smart and timely fashion.
- Leadership skills and personnel management to build and motivate a team to achieve targeted results.
- Strategic and business planning including skills to develop a business plan.
- Project management and evaluation.
- Financial management, managing and monitoring complex budgets.
- High degree of computer literacy. Experience with Windows, Word, Excel, Outlook, web-based applications, and other technologies that can be used to further carry the program's mission.
- Demonstrated skills in the provision of services in a multicultural environment.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.