JOB DESCRIPTION

Position Overview

Position Title: Vice President – Engagement Strategies
Reports To: Chief Operating Officer
Employment Status: Full Time
Work Location: Onsite – Planetree Headquarters (130 Division Street, Derby CT 06418)
Travel Requirements: 50% or greater – domestic and international

HOW TO APPLY

Please send the following documents to Michael Giuliano, Chief Operating Officer, (mgiuliano@planetree.org)

- Recent resume / CV
- Explanation of how you meet the selection criteria for minimum Experience competencies
- Any related certifications or licenses

Position Summary

The Vice President leads and is an essential part of a passionate Engagement Strategies team that drives and supports the expansion of person-centered approaches to healthcare in organizations worldwide. The Vice President leads the Engagement Strategies team and collaborates with other teammates to support the successful delivery of service in the field. The Vice President manages team dynamics, reporting, strategic initiatives, complex and difficult client relationships, and the implementation of team improvement projects. The ideal team member is responsible for guiding, motivating, and supporting the person-centered journey of an array of healthcare organizations across the continuum of care while being a strong and supportive leader for the internal team.

Responsibilities

Client Service Delivery

- Build and strengthen relationships with assigned clients and engage them as active partners
- Serve as an advisor to leaders at healthcare organizations
- Manage the implementation of contracted services with clients
- Coach and support staff at healthcare organizations with the implementation of Planetree's person-centered framework. This includes, but is not limited to, public speaking, workshop facilitation, performing assessments and providing both oral and written reports and recommendations
- Understand, implement, and teach process improvement methodologies
- Independently manage travel to both domestic and international locations
- Demonstrate competence and success with speaking to diverse audiences – from boardroom to bedside
- Acquire and maintain an in-depth understanding of Planetree’s person-centered framework, products, and services. The Planetree product portfolio includes the Language of Caring product line and its related services.
- Use system thinking to demonstrate internally and externally how divergent pieces come together to advance organizational culture/goals
- Collaboratively assess current organizational culture, identify needs, and create an action plan to meet those needs
- Utilize evidence-based coaching model in the delivery of all services
- Interpret healthcare metrics and create a plan of action for improvement
- Actively engage in continuous learning related to ongoing changes and evolution of person-centered health care
- Manage competing priorities in a fast-paced environment
- Develop, implement, and manage the Planetree external partner/contractor model including training delivery, partner management, feedback, and performance management
Data & Billing

- Manage and update all client delivery information in Salesforce
- Create and manage utilization, productivity, delivery, and other activity reports related to team delivery
- Allocate internal and externally contracted resources to meet client requirements
- Ensure services are delivered based on Planetree pricing models to maintain expected gross profit margins
- Forecast team availability based on pipeline and allocate resources accordingly to client deliverables
- Demonstrate ability and experience consolidating large data sets into distilled themes and recommendations including an understanding of relationships between qualitative and quantitative data
- Track time delivering client work including preparation to maintain accurate invoicing procedures
- Ensure minimum billing targets are achieved based on annual compensation
- Manage budgets and contract spend down for client engagements
- Manage the overall team budget including variances, reforecasting, and yearly development
- Manage the team indicators and ensure delivery to target outcomes and performance
- Participate in risk management including identification and mitigation
- Prepare information and data for the Planetree Board as required

Product & Content Management

- Complete required training and maintain competency in all Planetree products and services
- Seek feedback and review evaluation data to support continuous improvement in service delivery
- Deliver services and content with high fidelity according to internal content management guidelines
- Continuously evolve and improve Planetree tools and resources to stay ahead of changes in healthcare and meet organizational needs
- Assist in the development of new service lines that will advance Planetree and the person-centered culture for partner organizations
- Coach team members on delivery of services to meet both internal and external stakeholder expectations

Business Development & Marketing

- Identify and prepare service proposals for client expansion opportunities
- Collaborate with the business development team as required for complex proposals, client requirements, and request for proposals / tenders
- Prepare presentations and speak at conferences to represent Planetree and its services
- Contribute to Planetree thought leadership through activities such as webinars, blogs, outreach, etc.

Teamwork & Culture

- Manage all performance evaluations, leave requests, and other HR related activities for direct reports
- Define and develop annual team operational plan aligned to Planetree’s strategic plan and roadmap
- Work internally as a collaborative team member to meet the goals of Planetree International
- Contribute to Planetree International’s organizational learning by bringing field experiences to drive innovation
- Individually motivated, self-starter who takes initiative to effectively manage workload
- Complete mandatory training as required
- Demonstrate collaboration and openness with others
- Be willing to give and receive constructive, just-in-time feedback
- Live and uphold the Planetree Mission, Vision, and Values
- Demonstrate and convey compassion and empathy in interactions with others

Critical Skills

- Dedicated to driving positive change in healthcare
- Comfortable engaging in professional communication with individuals from a variety of backgrounds and cultures
- Flexible and able to adapt appropriately to various situations and conditions
- Advanced communication skills including written, verbal, and non-verbal
- Ability to manage projects in a single contract or complex system project
- Ability to think strategically and implement to realize a future transformational vision
- Ability to travel both domestically and internationally while balancing a dispersed team

### Qualifications

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<th>Area</th>
<th>Minimum</th>
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<td><strong>Education</strong></td>
<td>• Master’s Degree in healthcare or related field such as business administration, education, organizational development, hospitality, or other similar industry</td>
<td>• Additional research, certifications, master’s, or doctoral degrees in related areas</td>
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| **Experience** | • 9+ years’ experience in healthcare, management consulting, team management, hospitality, and/or related areas  
  • 5+ years demonstrated relationship management  
  • 5+ years demonstrated team leadership experience including teams actively delivering coaching and consulting services  
  • Experience in a healthcare environment with leadership, education, organizational development and/or consulting  
  • Understanding of, or experience with, project management, process improvement, etc.  
  • Experience managing teams especially those that are remote and dispersed across time zones both in and outside the USA | • Senior operational positions at healthcare provider organizations  
  • International healthcare and/or team management experience |
| **Technology** | • Proficient in Microsoft Office (Word, Excel, PowerPoint) and 365 products  
  • Proficient with Video Conferencing platforms such as Zoom  
  • Proficient in Windows Operating System  
  • Proficient in presentation technology requirements | • Experience with Dropbox  
  • Advanced Skills with Video Conferencing Platforms such as Zoom, Microsoft Teams, WebEx, and/or GoToMeeting  
  • Proficient with Salesforce  
  • Proficient with Expensify |
| **License** | • Fellow in Person-Centered Care within one (1) year of hire start date  
  • Certified coach or equivalent license | • LEAN or other similar certification |
| **Language** | • English proficiency – written and verbal | Other foreign languages where Planetree delivers services |