



JOB DESCRIPTION

Position Overview

Position Title	Director – Education & Community
Reports To	Chief Operating Officer
Employment Status	Full Time
Work Location	Onsite – Planetree Office, 130 Division Street, Derby CT 06418
Travel Requirements	25% 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 and qualifications
- Any related certifications or licenses

Position Summary

The Director of Education & Community 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 Director leads the creation, development, and expansion of Planetree's online education presence. The Director collaborates with teammates from across the organization including external partners to support the successful delivery of online education services including modules, webinars. In addition, the Director creates and cultivates Planetree's various communities to create engagement and global connection to the organization's mission. The ideal team member is responsible for leading the organization's growth into online education while motivating and supporting the person-centered journey of an array of healthcare organizations across the continuum of care.

Responsibilities

Education Development

- Develop online education SCORM modules using Articulate 360
- Work collaboratively with the Director – Content to ensure alignment with existing and new products and services across the Planetree portfolio
- Align development of new educational content to the Planetree Strategic Plan, mission, and vision
- Develop and manage all related education module assets such as quizzes, videos, and photos
- Update existing online education content to meet Planetree content and visual standards
- Create a schedule and process to update existing educational content / programs to maintain relevance
- Create and manage an education development process including external partnership collaboration, content review, acceptance, and testing
- Ensure all online education offerings have clear learning objectives and outcomes
- Secure and manage the CME / CPD credits for Planetree educational offerings including content delivered at the Planetree Conference as required
- Acquire and maintain an in-depth understanding of Planetree's person-centered framework, products, and services
- Engage external partners as required for content development
- Support staff at healthcare organizations with the implementation of Planetree's person-centered framework
- Customize materials based on client needs as required



Education Delivery

- Manage the Planetree Learning Management System (LMS) via Salesforce Experience Cloud
- Demonstrate competence and success with speaking to diverse audiences – from boardroom to bedside
- 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 education offerings that will advance Planetree and the person-centered culture for partner organizations
- Actively engage in continuous learning related to ongoing changes and evolution of person-centered health care
- Manage competing priorities in a fast-paced environment
- Understand, implement, and teach process improvement methodologies
- Build and strengthen relationships with assigned clients and engage them as active partners
- Manage the implementation of contracted services with clients

Community Management

- Develop and manage all Planetree communities including any communities of practice, global councils, faculty members, and related groups/roles
- Manage the online MyPlanetree community and LMS (serve as site manager and liaise with relevant IT staff) including access, resource development, and community engagement
- Encourage engagement amongst Planetree communities to support sharing of information and advancing person-centered care thinking

Data & Billing

- Manage and update all client delivery information in Salesforce
- Manage all pricing and invoicing related to online education services
- Manage indicators and ensure delivery to target outcomes and performance
- Prepare information and data for the Planetree Board as required

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

- 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 including various timelines, dependencies, and contractual requirements
- Ability to think strategically and implement to realize a future transformational vision
- Ability to travel both domestically and internationally

Qualifications

Area	Minimum	Preferred
Education	<ul style="list-style-type: none"> • Bachelor's Degree in healthcare or related field such as business administration, education, organizational development, hospitality, or other similar industry 	<ul style="list-style-type: none"> • Master's degree in related field
Experience	<ul style="list-style-type: none"> • 5-7+ years' experience in education including content development and delivery across a variety of modalities (online, in person) • 5+ years' experience in healthcare, management consulting, and/or related areas • 5+ years' demonstrated relationship management • Experience in a healthcare environment with leadership, education, organizational development and/or consulting • Understanding of, or experience with, project management, process improvement, etc. 	<ul style="list-style-type: none"> • Senior operational positions at healthcare provider organizations • International healthcare and/or team management experience
Technology	<ul style="list-style-type: none"> • Proficient in learning management systems (LMS) and SCORM software • Proficient in Microsoft Office (Word, Excel, PowerPoint) and 365 products • Proficient with Video Conferencing platforms such as Zoom and MS Teams • Proficient in Windows Operating System • Proficient in presentation technology requirements 	<ul style="list-style-type: none"> • Proficient with Articulate 360 • Proficient with Salesforce and Experience Cloud • Proficient with Expensify • Experience with OneDrive • Advanced Skills with Video Conferencing Platforms
License	<ul style="list-style-type: none"> • Fellow in Person-Centered Care within one (1) year of hire start date • Education related certificates or licenses 	<ul style="list-style-type: none"> • Certified coach or equivalent license • LEAN or other similar certification
Language	<ul style="list-style-type: none"> • English proficiency – written and verbal 	<ul style="list-style-type: none"> • Other foreign languages where Planetree delivers services