



JOB DESCRIPTION

Position Overview

Position Title	Vice President – Partner Services
Employment Status	Full Time
Work Location	Planetree office preferred (130 Division Street, Derby, CT 06418)
Travel Requirements	40 – 50% or greater as required – domestic and international

HOW TO APPLY

Please send the following documents to Michael Giuliano, Chief Operating Officer, (mgiuliano@planetree.org) by the deadline indicated on the job posting:

- Current resume / CV
- Cover letter addressing how you meet the Experience section of Minimum Competencies required for the role
- Any related certifications or licenses

Position Summary

The Vice President (VP) is an essential part of the Planetree Executive team with oversight of the external client partner journey from business development to sales to service delivery. The VP leads and is an active member of a passionate Partner Success team that drives and supports the expansion of person-centered approaches to healthcare in organizations worldwide. The VP leads the Partner Success team and collaborates with other teammates to support the successful delivery of Planetree services in the field. The VP develops and implements the strategy for sales and revenue growth across the organization with support from business development / marketing and in-field sales teams. The VP manages team dynamics, business performance & targets, financial 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

Service Delivery

- Build and strengthen relationships with assigned clients and engage them as active partners
- Serve as an advisor to leaders at healthcare organizations
- Oversee the implementation, in collaboration with the Director Partner Success, of contracted services
- 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
- 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
- Engage with the Partner Success team and oversee assessment of current organizational culture, identification of needs, and creation of any action plan to meet those needs
- Utilize evidence-based coaching model in the delivery of all services
- Actively engage in continuous learning related to ongoing changes and evolution of person-centered healthcare
- Manage competing priorities in a fast-paced environment
- Develop, implement, and manage the Planetree external partner/contractor model, in collaboration with the Director Content, 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 internally 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 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
- Ensure and support the Partner Success team to deliver services and content with high fidelity according to internal content management guidelines. Participate in service delivery as needed.
- 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



Sales

- Develop and implement a detailed and defined sales strategy for domestic and international Planetree sales to meet annual sales targets
- Develop processes and procedures to ensure a consistent, standardized, and professional Planetree sales experience
- Ensure that Salesforce is updated with leads, opportunities, and other information to facilitate an informed sales and delivery process
- Establish and implement standardized templates for sales presentations, proposals, contracts, and other documentation to support a consistent experience across the sales team and prospective partner organizations
- Update and manage sales performance dashboards for various governance purposes including Operations, Planetree Board, GHS Board, and other required meetings
- Identify and prepare service proposals and contracts for client expansion and new sales opportunities
- Collaborate with the sales team and the broader organization as required for complex proposals, client requirements, and request for proposals
- 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.

Business Development & Marketing

- Identify and facilitate global partners to be featured in case studies or best practice models in person-centered care resource lists published by various international organizations.
- Identify forums related to person-centered care that Planetree leadership should participate in
- Identify and pursue opportunities to collaborate with government and private organizations that are working to create incentives for implementation of person-centered care
- Position Planetree Certification as a mark of person-centered excellence
- Monitor developments in person-centered care and provide timely, practical linkages to the Planetree PCC Model

Relationship Management

- Develop relationship management model to ensure connection with global partners
- Engage Planetree leadership to coordinate and connect with partner organizations

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
- Contribute to Planetree's organizational learning by bringing field experiences to drive innovation
- Complete mandatory training as required
- Live and uphold the Planetree Mission, Vision, and Values

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



Minimum Competencies

Area	Minimum	Preferred
Education	<ul style="list-style-type: none"> • Master’s Degree in healthcare or related field such as business administration, education, organizational development, hospitality, or other similar industry. Consideration will be made for more significant time in role in place of Master’s Degree as relevant. 	<ul style="list-style-type: none"> • Additional research, certifications, master’s, or doctoral degrees in related areas
Experience	<ul style="list-style-type: none"> • 9+ years’ experience in healthcare, management consulting, team management, hospitality, and/or related areas • 5+ years demonstrated domestic and international sales including customer relationship management • 5+ years demonstrated team leadership experience including management of sales teams and 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 	<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 Microsoft Office (Word, Excel, PowerPoint, OneDrive) and 365 products • Proficient with Video Conferencing platforms such as Zoom • Proficient in Windows Operating System • Proficient in presentation technology requirements 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Fellow in Person-Centered Care within one (1) year of hire start date 	<ul style="list-style-type: none"> • LEAN or other similar certification • Certified coach or equivalent license
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