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## **Position Announcement: Operations Coordinator**

**Location: New York, NY**

### **Organization:**

Project HEALTH is a rapidly-growing national nonprofit that works to break the link between poverty and poor health. To achieve our vision of a health care system that addresses resource needs as a standard part of patient care, Project HEALTH uses a simple but effective model: in the clinics where our Family Help Desk programs operate, physicians can “prescribe” food, housing, job training, or other resources for their patients as routinely as they do medication. Located in the waiting room and staffed by college volunteers, our Family Help Desks “fill” these prescriptions by connecting patients with key resources.

Project HEALTH thus has a two-fold impact: First, the Family Help Desks expand clinics’ capacity to secure those resources necessary for their patients to be healthy. Second, Project HEALTH is producing a pipeline of new leaders ready to create the changes required to improve health outcomes for all Americans.

Founded at Boston Medical Center in 1996, Project HEALTH now mobilizes over 550 rigorously trained volunteers to serve over 5,000 families in Boston, Providence, New York, Baltimore, Washington, D.C. and Chicago each year. Over the next four years, Project HEALTH will make substantial investments in its program model to achieve greater impact on patients and volunteers and further its vision for health care systems change. To learn more about Project HEALTH and our impact, please visit [www.projecthealth.org](http://www.projecthealth.org).

### **Position:**

Project HEALTH New York is currently seeking a passionate and detail-oriented Operations Coordinator who will thrive in a fast-paced, entrepreneurial work environment. The Operations Coordinator provides important administrative and programmatic support to Project HEALTH New York’s talented staff team. In New York, Project HEALTH currently runs three Family Help Desks at Bellevue Hospital, Harlem Hospital Center and New York Presbyterian Hospital, trains, manages and supports 70 volunteers from Columbia University and New York University, and serves 520 families annually. By 2014, Project HEALTH expects its programmatic reach in New York to nearly double.

The position will be based in the New York site office at the Harlem Hospital Center and will work closely with Program Managers and the Executive Director. S/he must have exceptional communication and organizational skills, and be able to identify and implement creative solutions that enable the New York team to realize its vision for quality and growth. This is a full-time position and reports to the New York Executive Director.

### **Responsibilities:**

#### **Manage Project HEALTH New York’s site operations**

- As office manager, maintain files and financial records, order supplies, prepare mailings and act as the first point of contact for phone calls and general inquiries
- Provide leadership in completing special projects for the New York office to facilitate Project HEALTH’s effective functioning and growth as a high-impact organization
- Develop office policies and procedures and effectively communicate them to all Project HEALTH New York staff to ensure efficient and productive operations
- Coordinate logistics, scheduling, and material preparation for staff meetings and retreats
- Manage the processing of site invoices and reimbursements
- Maintain financial records and respond to information requests from Project HEALTH’s finance department

#### **Provide administrative support to the New York Executive Director and site staff**

- Provide administrative support to Project HEALTH New York’s Executive Director, including managing and maintaining a priority-driven calendar, responding to meeting requests, arranging travel, and completing expense reports

- Organize and support the Executive Director in the recruitment and hiring of new staff, including posting positions, coordinating interviews and vetting applications
- Provide additional administrative support to other site staff, including arranging travel and completing expense reports

**Support program operations to ensure high quality service delivery**

- Work with Program Managers and the volunteer leadership team to recruit new volunteers
- Act as first point of contact for volunteers regarding program and logistics questions
- Work with the Executive Director and Program Managers to plan and implement programmatic and leadership development training for volunteers
- Maintain and update Project HEALTH's client/volunteer hour and program management databases

**Qualifications:**

- Bachelor's degree required; familiarity and/or experience with non-profit organizations preferred
- Extremely organized with superb attention to detail
- Passion for Project HEALTH's mission and a strong commitment to Project HEALTH's core values: belief in collective strength and the power of shared work, constant and courageous learning, celebrating our victories and each other, and stepping up as leaders in a common vision
- Excellent interpersonal skills, including flexibility and a sense of humor
- Demonstrated ability to solve problems independently and effectively, meet deadlines, prioritize time, and work well as a dedicated team member
- Exceptionally strong oral and written communication skills and a demonstrated ability to communicate professionally and diplomatically with a wide variety of constituencies, including Project HEALTH staff, college students, and representatives from institutional partners
- Proficient in all Microsoft Office applications, including Outlook, Excel, and Access. Experience creating well-formatted, professional documents in Word and PowerPoint

**To Apply:**

Please send a resume and compelling cover letter addressed to Chinwe Onyekere, Executive Director-New York at [newyork@projecthealth.org](mailto:newyork@projecthealth.org) outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity. Applications will be reviewed on a rolling basis.

*Project HEALTH provides equal employment opportunities for all applicants and employees.*