



**Position Announcement: Vice President of Program**  
**Location: Boston, MA**

**Organizational Overview:** Project HEALTH is an innovative, 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 social determinants of health as a standard part of patient care, Project HEALTH mobilizes a corps of inspired undergraduate volunteers to connect low-income patients with the resources they need to be healthy.

Project HEALTH's model is simple but effective: 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.

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. Project HEALTH's 19 Family Help Desks are located in prenatal and pediatric clinics, newborn nurseries, emergency rooms, and community health centers. Over the next four years, Project HEALTH will make substantial investments in refining and developing its program model both to achieve yet greater impact on patients and volunteers and to leverage this direct service model in furtherance of a vision for health care systems change.

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 for the health care sector who will create the fundamental changes required to improve health outcomes for all Americans, especially those who are low-income.

To learn more about Project HEALTH and our impact, please visit [www.projecthealth.org](http://www.projecthealth.org).

**Position Overview:** Project HEALTH is currently seeking an experienced, talented, and entrepreneurial Vice President of Program to help lead a national movement to change healthcare in America. The Vice President of Program will build and lead the national program function, develop the overall programmatic value proposition and provide strategic organizational leadership as a member of Project HEALTH Executive Team. The Vice President of Program will report directly to the Chief Executive Officer and work closely with the Vice President of Field Operations, local Executive Directors, Program Managers, and external university and health care partners to develop and ensure effective implementation of the Project HEALTH model.

**Responsibilities:**

**Build & Lead National Program Department of Fast-Growing, Entrepreneurial Organization**

- Develop Project HEALTH programmatic vision and long-term strategy
- Build and lead the National Program team that, over the next four years, will enable Project HEALTH to grow the number of clients served from over 6000 to over 50,000, while also increasing the rate at which families are connected to resources
- Promote organizational culture of constant, tenacious program refinement and improvement supported by strategic, evidence-based decision-making in a highly entrepreneurial environment
- With VP of Field Operations, provide coaching, support, and training to sites to ensure implementation of quality program
- Represent Project HEALTH externally with key hospital, university, and funding stakeholders

### **Develop Family Help Desk Operations to Deliver Significant Impact**

- Oversee creation of tools and systems to facilitate high performing Family Help Desk operations and further integration of program model into clinical sites
- Create and manage national Clinical Advisory Board to inform development and refinement of key elements of Family Help Desk model
- Build systems to facilitate identification and dissemination of program best practices, based on internal operations and external standards for resource connections and case management
- Oversee creation of volunteer and staff training materials to drive improved program performance and impact
- Ensure the strategic utilization of technology to support Family Help Desk operations

### **Create & Oversee Systems for Volunteer & Alumni Leadership Development**

- Collaborate with Talent Department and sites to triple the size of Project HEALTH's volunteers corps, mobilizing over 1200 volunteers annually
- Oversee development of transformative learning experiences, training, and resources for Project HEALTH volunteers and alumni to: (1) reflect on service delivery work; (2) improve program performance; (3) build specific leadership skills; and (4) support a trajectory of lifelong leadership in issues of health and poverty
- With VP of Talent, develop and scale systems to facilitate effective volunteer recruitment and management at sites
- Create structure to mobilize thousands of alumni to address the intersection of poverty and health

### **Create & Manage Complex Evaluation & Program Refinement Systems**

- With the Evaluation Manager, design and build Project HEALTH's evaluation and data reporting function, including the creation of a framework to quantify the Family Help Desk's return on investment, *i.e.*, cost savings due to increasing positive health care usage (*e.g.*, medication compliance), reducing negative health usage (*e.g.*, fewer ER visits), or better leveraging clinicians' time
- Work with the Evaluation team to demonstrate the burden of proof necessary to make the market case that the health care system should fund these services, leveraging Project HEALTH's hospital partners' research expertise and systems for tracking outcomes, utilization, and costs
- Lead organization in program data reporting and analysis capabilities to support decision-making, improve performance, and drive program innovation
- Create a community of learning to promote identification and dissemination of best practices across sites

### **Qualifications:**

- A minimum of 8 years of program development and implementation experience, with demonstrated success creating effective programs, systems, trainings, and tools in a fast-growing, entrepreneurial environment; health care experience is preferred, but not required
- Passion for the mission of Project HEALTH and 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 leaders in a common vision
- Demonstrated knowledge of landscape of public benefits and community resources and how to facilitate individuals' access those resources
- Strong interest and experience in working with and developing emerging leaders
- Track record of creating and implementing innovative solutions to meet organizational needs; ability to bring creativity and collaboration to the process of developing and evaluating programmatic success
- Strong management skills with experience in hiring, developing and managing a diverse group of talented team members
- Strong experience with and knowledge of evaluation methodology, data collection systems, and data analysis
- Ability to lead and excel in an entrepreneurial, fast-paced, diverse, results-oriented culture

- Excellent interpersonal and written and oral communication skills, with the ability to engage and work closely with a wide range of constituents, including staff, Board members, and external partners
- Strong organizational skills, outstanding attention to detail, high degree of flexibility, and sense of humor
- This position will require some limited travel to sites and related conference and meetings throughout the year (approximately up to 20%).
- Bachelor's Degree or equivalent experience required; Advanced degree preferred

**To Apply:** Please upload a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, both in Word format and addressed to Alexandra Quinn, at <http://jobs.cgcareers.org/application.aspx?id=1517>. Applications will be reviewed on a rolling basis.

*Project HEALTH does not discriminate on the basis of race, color, gender, handicap, age, religion, sexual orientation, or national or ethnic origin.*

**About Commongood Careers:** Project HEALTH has partnered with Commongood Careers to conduct the search for a Vice President of Program. Commongood Careers is a nonprofit search service that connects talented individuals to organizations that are dedicated to creating positive social change. Founded and staffed by nonprofit professionals, Commongood Careers offers personalized, engaged services to jobseekers and organizations throughout the hiring process, as well as access to a wealth of knowledge about nonprofit careers. [Learn more about nonprofit jobs at Commongood Careers.](#)