

CAPC Position Description

Senior Education Program Manager



Background

The **Senior Education Program Manager** is a key member of the Education Department, working closely with both internal content experts and external field leaders to develop new training content for palliative care program development in health systems, hospitals, hospices, home health agencies, long term care facilities, and payers. Working flexibly within the larger team, the Senior Education Program Manager project manages the development of tools, whitepapers, virtual events, and other educational content to support palliative care program design in provider organizations nationwide. This position collaborated with palliative care program leads, health care consultants, and clinicians from across the country to synthesize best practices in palliative care delivery for dissemination back to the field.

The person in this position must be highly organized, have excellent written and verbal communication skills, and a demonstrated background in complex project management, embrace collaboration, and have a passion for improving care quality for patients with serious illness. She/he/they must also have strong analytical and problem-solving skills, and a high comfort level learning to use new technologies including CAPC's CRM (Salesforce) and learning management system. A background in healthcare is highly desired. This position reports directly to the **Director of Education**.

Roles and Responsibilities

- Serve as project manager for the development of new CAPC training content for palliative care teams, including oversight of external Subject Matter Expert (SME) workgroups and content review cycles. Project topics (e.g. pediatric palliative care, program financing, palliative care program measurement) will cycle over time
- Provide relationship management and project management support for ongoing special initiatives within the Education Department (e.g. project support for the Palliative Care Leadership Centers)
- Synthesize CAPC user feedback to inform future content development within the Education Department
- Support the Director of Education in gathering and synthesizing data and narratives for philanthropy and grant-related reports
- Act as secondary point of contact for external partners in the event the Director of Education is unavailable; may act as CAPC lead contact for certain partners as assigned
- Work with CAPC's Marketing Department to develop promotional materials and messaging around new CAPC content/products
- Support the Education Department with additional ad hoc tasks including content/product review, maintenance of content on CAPC's online learning platform, and preparation of continuing education applications for CAPC training courses
- This position is remote, some travel may be required

Qualifications

- Background in the field of health care or health education strongly preferred
- Excellent written and verbal communication skills

- Ability to thrive in an environment that requires flexibility and collaboration
- High degree of professionalism and ability to make and maintain relationships with high-level leaders and partners across the health care field
- Ability to synthesize information and write concise materials for internal and external audiences
- Demonstrated ability to manage multiple projects in parallel
- Comfort learning new technologies
- Mastery of Microsoft Office suite
- Experience with Salesforce or other CRM software and Learning Management software a plus