



## **Program Manager, Provider Education**

At (c) Management, Inc. (CMI), we provide trusted and dynamic management services for associations, foundations, and non-profits in the healthcare field. Established in 1976, CMI's first client was the Association of Community Cancer Centers (ACCC)—the leading education and advocacy organization for the cancer care community. CMI also manages the Oncology State Societies at ACCC—a network of 21 Chapter Members that provide a state- and regional-level focus into the complexities of cancer delivery.

### **POSITION SUMMARY**

The Program Manager is an integral member of the Provider Education team, acting as a lead and liaison for education projects and providing a broad range of support to the portfolio of education programs and the membership within a national oncology nonprofit organization. The Program Manager serves as project lead to plan, implement, and assess multiple components for the projects according to the specifications, while adhering to project scope, timelines and budget. This position cross-collaborates with all internal departments to produce education and resources targeted toward multidisciplinary cancer care teams. In addition, they are responsible for analyzing project risks and adapting resource allocation until successful project completion including management of funder expectations and management of external vendors and consultants.

The Program Manager represents the client organizations through various outreach efforts by attending external conferences, presenting client work and fostering partnerships with external partner organizations. This position serves as the primary lead on their projects and collaborates closely across the Provider Education portfolio with internal and external stakeholders and is responsible for setting and managing expectations, highlighting and resolving issues, ensuring regular communications and managing internal and external activities to achieve program, department and organizational goals.

This position reports to the Assistant Director of Education Programs on the Provider Education team.

### **DUTIES & RESPONSIBILITIES**

- Serve as program lead on multiple integrated education initiatives consisting of complex set of interconnected components requiring project planning, budgeting, funder reports, stakeholder engagement, and administration.
- Coordinate education project components from concept and design, to production and delivery. Components may include (but are not limited to) webinars, whitepapers, surveys, assessment tools, online and print resources, focus groups, advisory committee recruitment and management, presentations, workshops, and more.
- Research and develop working competency of project topics. Topics may include (but are not limited to) specific cancer types, financial advocacy, cancer program management operations, supportive care, and more. Seeks and leans on experts and key opinion leaders within each topic for support and supplemental knowledge to inform programs.
- Utilize project management tools (i.e., SmartSheet, Microsoft Teams) to organize and report on tasks.

- Enhance project framework, including focus on initial design, cross-departmental coordination, stewardship, outreach and legacy of programs.
- Develop tracking, evaluation, and outcomes measurement tools to assess the effectiveness/impact of all assigned projects.
- Maintain a detailed knowledge and understanding of all project elements to be able to quickly consult with internal and external stakeholders on issues and/or problems.
- Build professional rapport with key stakeholders to develop educational content (advisory boards, committees, members and consultants).
- Develop synergies between departments as it pertains to educational programs and maintains communication among stakeholders.
- Manage funder expectations and communications to and align with project plan; serves as main point of contact for funders on specific projects, providing them with up-to-date status reports on projects as required.
- Ensure membership education needs are addressed through project-specific evaluation/surveys.
- Create RFPs and vets vendors/consultants as needed on project deliverables.
- Manage vendors/consultants throughout the design, production, and delivery process.
- Research trends and themes relevant membership to enhance education programs.
- Collaborate with the Marketing, Editorial, and Membership departments to market key deliverables to the membership.
- Represent the client at internal and external meetings, including those with project funders, partner organizations and expert advisers.
- Actively participate in cross-departmental CORE Group—contributing ideas, expertise, and collaborative effort on a wide range of activities.

## **QUALIFICATIONS & SKILLS**

- 5+ years of experience in professional experience in project management (non-profit, healthcare/oncology or association management preferred).
- Experience working on grant- or contract-funded projects, including routine communication with funders and preparation of outcome reports.
- Proven organizational skills and the ability to manage multiple projects and tasks simultaneously.
- Proven ability to provide valuable insights and logical explanations when faced with difficult questions.
- Ability to communicate effectively at all levels, and articulate all relevant perspectives.
- Proven written and verbal communication skills.
- Ability to work independently with minimal or no supervision.
- Strong customer service focus.

- Ability to establish and maintain effective working relationships.
- Proficiency with Microsoft Office (Outlook, Teams, Word, Excel, PowerPoint).
- Availability for overnight travel to attend meetings and provide on-site assistance; estimated at between 5-10%.
- A passion for influencing the healthcare landscape and cancer care delivery.
- Efficient home-office set-up to accommodate flexible work schedule.
- CMI requires all employees to be COVID-19 vaccinated. Accommodation due to a disability or religious reasons will be evaluated in compliance with the law.

### **PREFERRED QUALIFICATIONS**

- Understanding and interest of oncology, health systems transformation activities, and public health, health policy, and/or research.
- Experience developing adult education and with membership services, healthcare providers, committees and/or funders.
- Strong communication skills and comfort with communicating to high-level stakeholders (verbally, on calls/video, in writing etc.).

### **BENEFITS OVERVIEW**

- Flexible work schedule
- Paid time off – vacation, sick, personal, and float days
- Annual salary review and growth opportunities; this position is eligible for annual merit bonus
- Nationwide medical, dental, and vision plan options
- HSA with employer contribution
- Short- and long-term disability and AD&D options
- 401(k) savings plan with company match
- Tuition reimbursement
- Onsite parking, gym, and cafe

CMI is committed to cultivating and preserving the culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents our culture. In recruiting for our team, we welcome the unique contributions that you can bring in terms of their education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran’s status, color, religion, disability, sexual orientation, and beliefs.

Interested candidates should submit a cover letter and resume to the Human Resources Manager at [hr@c-managementinc.com](mailto:hr@c-managementinc.com).