



Director of Patient Resources and Advocacy

The Adult Congenital Heart Association (ACHA) is seeking a highly driven and experienced individual to fill the role of full-time Director of Patient Resources and Advocacy for our growing national patient advocacy organization. This is an excellent opportunity to invest your program/product development skills in a highly respected organization and help ACHA address the unmet needs of those living with this country's most common birth defect. If you are a passionate leader who is interested in using your people skills to build community, we look forward to learning more about you.

The Director of Patient Resources and Advocacy position is full-time (40 hours/week) and is a fully remote position that can be located anywhere in the continental United States.

ACHA is a national patient advocacy organization that empowers the congenital heart disease (CHD) community—patients, caregivers, family members, healthcare providers, researchers, elected officials, etc.—by advancing access to resources and specialized care that improve patient-centered outcomes for the nearly two million adults living with CHD in the United States. To learn more about our work visit www.achaheart.org.

POSITION SUMMARY

The Director of Patient Resources and Advocacy will be responsible for the development, oversight and analysis of ACHA's robust menu of patient-focused resources as well as the organization's evolving advocacy program. In this role, the Director of Patient Resources and Advocacy will manage a staff of two at the outset with a third direct report planned for early 2024. This position reports directly to the President & CEO and is a member of the staff leadership team. The Director of Patient Resources & Advocacy will actively engage with key volunteers, including members of the Board of Directors, Patient and Family Advisory Board (PFAB), DEI Committee and Heart 2 Heart Peer Mentor program.

POSITION RESPONSIBILITIES

Leadership:

- Oversee the development and execution of programs and resources that impact the lives of ACHD patients, families, and volunteers.

- Cultivate new and existing relationships with partners, including other patient advocacy organizations and policy makers.
- Develop and implement patient-centered strategies that promote collaboration and maximize synergies among other ACHA departments and external partners.
- Serve as staff liaison to committees and/or advisory boards comprised of staff, Board members and volunteers.
- Provide ongoing program progress reports to Management and Board of Directors.

Team Management and Development:

- Provide direct oversight and support to 2-3 team members as well as indirect leadership to other ACHA staff members.
- Work with each team member to develop annual performance objectives and measurements that advance the organization's mission and impact.
- Identify and encourage professional development opportunities to address employee experience and skills.
- Instill a sense of individual and collective accountability among team members.

Program Management, Evaluation & Quality Assurance:

- Provide ongoing evaluation and oversight of existing programs and resources to include but not limited to: ACHA Wellness Wednesdays Webinar Series; Heart 2 Heart Peer Mentors; online clinic directory and patient resource directory; online and printed educational materials; and national/regional conferences.
- Assume primary responsibility for managing and implementing ACHA's federal-level policy agenda, with particular focus on issues related to access to care, funding of CHD research and surveillance, and ACHD workforce challenges; serve as advisor to the President & CEO on policy positions impacting ACHA and the CHD community; determine and implement appropriate strategies to engage ACHA membership to advocate on priority issues.
- Continuously explore and evaluate new patient resources and programming that are of potential value to the ACHD community and align with ACHA's 2023 – 2025 Strategic Plan.
- Assist in strategic planning and budget development for all patient programming and advocacy-related activities.
- Assist in developing, tracking, and reporting program goals, outputs and outcomes.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM WORK

This is an extraordinary opportunity for an individual with team and program management experience in the medical and/or patient services field to partner with ACHA's President/CEO,

lead programs, and advance the success of this highly respected and growing nonprofit organization. Specific requirements include:

- Minimum of a BA/BS; MA/MS or above preferred.
- A minimum of 7 – 10 years professional experience in program / product development in a nonprofit or corporate environment, with demonstrated success planning, developing, launching, executing and evaluating various program/product models.
- Health policy and advocacy experience preferred.
- A minimum of five years supervisory experience.
- Strong project management skills and the ability to manage complex, multifaceted projects concurrently.
- Experience working with a high-performance, collaborative, constructive peer group.
- Ability to cultivate strong relationships with members of the ACHA Board of Directors, Patient & Family Advisory Board, peer mentors and other key volunteers.
- Ability to cultivate strong relationships with members of Congress, congressional staff, relevant federal agencies and to represent the needs of the ACHD community.
- Understanding of the federal legislative process and the ability to maintain an up-to-date understanding of activities and priorities relevant to federal legislative offices, committees and agencies.
- Proven success in managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility and performance.
- Understanding of human resources, employee goal plans, and corrective action policies.
- Excellent written communication skills with exceptional attention to detail.
- Strong oral communication skills with demonstrated experience in public speaking.
- Personal qualities of integrity, credibility, and a commitment to and passion for ACHA's mission

Additional qualifications: Candidates with some/all of the following background will be preferred:

- Knowledge of congenital heart disease, cardiology, and/or a related health area
- Experience working with healthcare professionals and/or patients.
- Experience in service delivery to a high-need population

COMPENSATION AND BENEFITS

Salary for this position is competitive and commensurate with experience and reviewed annually. ACHA offers a generous benefits package including health, dental, vision, life and disability plans as well as retirement plan match and paid time off.

LINE OF RESPONSIBILITY

The position reports to the President/CEO.

ANTI-DISCRIMINATION POLICY

We are an equal opportunity employer, and all applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

TO APPLY

Email cover letter and resume to hr@achaheart.org