Job Description

Job Title: Administrative Director  
Department: MED- Surgical Outcomes and Quality Improvement Center

Job ID: 33452  
Percent Full Time: 100

Location: Chicago Campus  
Grade: EXS 10

Job Summary:

Oversees the operations for the Surgical Outcomes and Quality Improvement Center (SOQIC), the Northwestern Institute for Comparative Effectiveness Research in Oncology (NICER-Onc), the Illinois Surgical Quality Improvement Collaborative (ISQIC), and the Quality Innovation Team, including local, regional and national research programs; local and system-wide quality innovation endeavors, and national policy research agenda. Provides direction and thought leadership to develop strategic goals and objectives, defines associated metrics to measure results, and creates and obtains resources to ensure success. Reviews, creates and nurtures internal and external collaborations and partnerships.

In addition, the incumbent manages all activities associated with biomedical and/or social-behavioral research studies considered very complex by the inclusion of the following: multiple investigators, teams, sites, sub-contracts, participants, longitudinal assessments/interventions, and multi-million dollar budgets. Ensures completion of contract and grant requirements and specifications. Oversees day-to-day operations including identifying and securing needed resources; creating, implementing, monitoring, and updating project plans; facilitating meetings with appropriate parties; tracking tasks/deliverables to ensure timelines, milestones and goals are attained; monitoring and reporting progress as appropriate; managing staff and assisting staff in priority setting, interacting with faculty, and achieving goals; oversee hiring process; lead performance evaluations for staff; and resolving or escalating issues in a timely manner. In addition, the incumbent will co-author scientific papers for presentation and publication, and he/she will coordinate writing, submission and administration of grants. The administrator ensures that all study activities are completed by strictly following Good Clinical Practices (GCP) and all current local, state, and federal laws, regulations, guidance, policy and procedure developed by the NU Institutional Review Board (IRB), Food and Drug Administration (FDA) Code of Federal Regulations (CFR), and the International Conference on Harmonization (ICH). The incumbent will oversee budget operations and planning for SOQIC, NICER-Onc, ISQIC, and the Quality Innovation Team. The incumbent will facilitate recruitment of faculty, fellows, and staff. The incumbent will also oversee professional development for the staff. The Administrator will develop policies and procedures to standardize certain key operations.

Specific Responsibilities:

Administration

- Directs and leads development of program/project strategic plan.
- Oversees and ensures that day-to-day operations are appropriately managed, efficient and effective.
- Operationalizes goals and objectives; ensures that resources are created or obtained.
- Oversees data analysis, and recommends and implements changes and improvement to better ensure attainment of mission.
- Manages logistics requirements, including facilities, venue, scheduling, technology, instruction, catering, etc.
- Oversees documentation of agreements between NU and partner institutions, ensuring that agreements are complete and reviewed by all necessary NU officials.
- Participates in developing IT strategy to meet the mission and needs of program/project.
- Ensures necessary hardware, software and network infrastructure technology services are appropriated from central or internal IT.
- Develops and maintains policies and procedures for certain key operations
- Oversees the AHRQ Patient Safety Organization program requirements

**Budgets and Financial**

- Ensures that the program/project meets associated revenue and expense goals.
- Develops and implements ideas for improving business processes and increasing program/project revenues and margins.
- Plans and manages complex budget(s) which fund strategic mission including financial sustainability and enhancement models.
- Plans and implements annual budget process.
- Oversees all daily, monthly and annual financial activities including transactions, analysis, and reporting.
- Approves funds reallocation within budget as necessary and appropriate.
- Facilitates the development goals of the center

**Events**

- Develops, plans and implements strategies, goals and approach for programs and events.
- Oversees creation of events designed to implement program/project objectives.
- Collaborates with internal/external partners to ensure that events are implemented and meet or exceed planned goals.

**Grants and Contracts**

- Consults with and advises Principle Investigators (PI) in identifying and defining problems that can be resolved with scientific research that will help guide study design and methods to accomplish the scientific goals of the program/project.
- Prepares results and co-authors scientific papers for presentation and publication and disseminates information via seminars, lectures, etc.
- Creates data for use in grant submission.
- Develops new proposals for research including obtaining financial support.
- Writes technical reports detailing procedures, outcomes, and observations.

**Human Resources**
Determines and implements organizational structures to align with strategic mission.
Manages implementation of human resource programs, policies, procedures and talent management lifecycle and related mentoring and training.
Oversees recruitment and selection process; Performance Excellence plan for each employee; and merit increase process.
Manages and provides consultation regarding complex performance problems and issues; administers leaves; approves timesheets and oversees completion of annual staff Conflict of Interest survey.
Interprets HR policy to maximize effectiveness of HR administration to meet strategic plan objectives.
Leads staff performance reviews

Program Development

- Determines goals, objectives, outcome measurements and metrics, financial feasibility, marketing strategies and collaboration opportunities with other internal and external organizations.
- Oversees the ongoing development and refinement of the program's/project's current and future curriculum and course offerings in consultation with subject matter experts.
- Facilitates recruitment of faculty, fellows, and staff
- Provides leadership for planning, scheduling, delivering and maintaining program(s)/project(s) to sustain quality instruction in all educational activity.
- Directs actions to consistently high quality standards across all partner programs, including admissions, teaching, grading, service levels, and facilities.

Technical

- Provides complex scientific and technical leadership in determining research priorities and the plan, design and execution of research projects ensuring that programs of investigation meet specified objectives.
- Plans, develops and implements new processes and protocols to support research studies and maximize/extend study capabilities.
- Oversees completion of study activities per protocol.
- Ensures that study protocols are in compliance with appropriate rules and regulations and reviews study progress and recommends revisions, amendments, and/or other study changes as necessary to better meet needs of sponsors.
- Reviews scientific literature and evaluates and recommends applicable techniques and procedures.

Strategic Planning

- Develops and implements a comprehensive, visionary program/project strategy designed to continually grow and improve programs and build internal/external engagement.
- Provides guidance and support to staff in the creation of program/project components.

Research Management
• Manages and oversees execution of Center’s research projects
• Utilizes and suggests strong research methodology for research studies
• Compiles results for authorship of scientific papers and presentation
• Submits abstracts for conference presentation
• Presents study results at conferences on behalf of the Center
• Maintains studies in accordance to NU, NIH and government standards.
• Serves as Center’s primary contact and liaison for projects with multiple sites.
• Oversees completion of study activities per protocol including recruitment, ascertaining pretreatment and eligibility requirements, and obtaining informed consent, registering participant with appropriate sponsor, interviewing and obtaining medical and social histories, collecting data from medical records, and administering, scheduling and scoring tests.
• Acquires and maintains national administrative and clinical datasets for analysis Ensures that an advising system is in place to support all students, including working directly with prospective and enrolled students on issues ranging from qualifications for enrollment, course and placement planning, as well as career planning.
• Creates department strategy for structure, process, and staff support of students.
• Oversees academic year course schedule; monitors course registration and enrollments.

**Supervision**

• Supervises 15 staff.
• Meets regularly with staff about project progress
• Leads staff meeting, helps set staff timelines and priorities
• Trains, directs, assigns duties to staff
• Facilitates interactions between faculty and staff
• Leads performance reviews
• Sets collegial, collaborative, and enjoyable culture and tone for the team

**Performs other duties as assigned.**

**Minimum Qualifications:**

• Successful completion of a full 4-year course of study in an accredited college or university leading to a bachelor's or higher degree in a major such as business, accounting or related; OR appropriate combination of education and experience.
• 5 years program administration or similar experience.
• 2 years of staff supervision experience.

**Minimum Competencies: (Skills, knowledge, and abilities.)**

• Strong organizational skills and attention to detail
• Diligent and can work independently
• Supervisory or project management experience required
• Strong written and verbal communication skills
• Able to prioritize projects and delegate work load
• High degree of professionalism
• Diplomatic/ uses strong judgment
• Collaborates and works with others well
• Strong ability to multitask and adapt to needs of Center

Preferred Qualifications:

• Master’s in Public Health or Healthcare Administration or similar field.
• 7 years program administration or similar experience.
• Experiencing managing a research enterprise.

Preferred Competencies: (Skills, knowledge, and abilities)

• Strong leadership skills
• Strong interpersonal communication skills
• Strong organization skills
• Background in research methodology
• Background in quality improvement
• Use of Microsoft Office Suite, RedCap
• IRB CITI trained

As per Northwestern University policy, this position requires a criminal background check. Successful applicants will need to submit to a criminal background check prior to employment.

Northwestern University is an Equal Opportunity, Affirmative Action Employer of all protected classes, including veterans and individuals with disabilities. Women, racial and ethnic minorities, individuals with disabilities, and veterans are encouraged to apply. Hiring is contingent upon eligibility to work in the United States

Questions?

For consideration, current employees must submit an online application. For specific questions about this position, current employees may contact Melissa Kuhn at melissa.kuhn@northwestern.edu. External candidates should be directed to apply via Northwestern’s career site at careers.northwestern.edu