

Consultation and Evaluation Program Administrator

Northwestern University, Center for Community Health

Application instructions: Please visit <https://www.northwestern.edu/hr/careers/> and search for job ID 39254 for full job description and to apply with cover letter and CV.

Job Summary:

This position sits within the [Center for Community Health \(CCH\)](#) which is a center within the [Institute for Public Health and Medicine \(IPHAM\)](#) and in strong collaboration with [Northwestern University Clinical and Translational Science Institute \(NUCATS\)](#). This position is relationship oriented, and has a primary objective to develop, build, and support community and academic partners to conduct clinical and translational research. Along with NUCATS and Center for Community Health leadership, this position will supervise and provide individual and group consultation services to community and academic partners to increase community engagement in all aspects of research. One key area that this position will accomplish these services is through the direction of [Stakeholder-Academic Resource Panels](#) or ShARPs. This position will develop new and reinforce existing relationships with stakeholders (patients and community members at-large), community partners, research teams, and collaborators (including other NUCATS centers and institutional service cores); and will lead strategic outreach to these groups in conjunction with FSM, NUCATS, and IPHAM communications teams. This position will assess and improve current systems to track and evaluate services and outcomes related to the Center for Community Health's programmatic areas. This process will involve conducting an assessment of the current tracking and evaluation system, and lead process improvement efforts.

This individual will also provide direction and thought leadership to the CCH co-Directors to develop strategic initiatives related to racial equity for the Center and its programs. This will include evaluating current equity practices and developing a strategy for training, education, and organizational change at the Center level.

Oversees a major division/department-wide program or project. Provides direction and thought leadership to develop strategic administrative initiatives that meet the mission/objective of the program/project. Oversees the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the program/project & in coordination with central offices such as HR, Budget, Facilities, IT, & Provost. Represents program/project on internal & external business affairs & is viewed as an expert resource regarding program/project administrative affairs.

Specific Responsibilities:

Administration

- Directs and leads development of program/project strategic plan.
- Oversees & ensures that day-to-day operations are appropriately managed, efficient and effective.
- Operationalizes goals & objectives; ensures that resources are created or obtained.
- Manages customer service; creates associated practices & procedures & metrics to measure success.
- Analyzes data & recommends & implements changes & 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.

Budgets & Financial

- Ensures that the program/project meets associated revenue & expense goals.
- Develops and implements ideas for improving business processes, and increasing program/project revenues and margins.
- Plans & manages complex budget(s) which fund strategic mission including financial sustainability & enhancement models.
- Plans & implements annual budget process.

- Oversees all daily, monthly & annual financial activities including transactions, analysis, & reporting.
- Approves funds reallocation within budget as necessary & appropriate.

Communication, Outreach & Recruitment

- Directs program/project marketing/branding efforts.
- Identifies and implements short- and long-term strategies and plans to meet program/project goals.
- Engages in outreach/field relations serving a number of goals, including recruitment, participation, sponsorship, relationship building, etc. to support continued program/project development & improvement.
- Interacts with internal/external resources & organizations to identify new markets & opportunities.

Evaluation

- Oversees development & implementation of evaluation processes, quantitative & qualitative measurements that ensure that program/project benchmarks are successfully attained and communicated in a timely and efficient manner.
- Manages evaluation processes; recommends & implements changes for enhancement; monitors effectiveness through follow-up evaluation studies.
- Collaborates with internal/external resources to develop meaningful outcome measurements and methods of program/project evaluation that will lead to enhancement.

Events

- Develops a comprehensive program of events such as workshops, conferences, in collaboration with internal & external resources.
- Develops proposals & recruits faculty leaders for interdisciplinary research working groups, and works with them to develop programming.

Grants & Contracts

- Manages professional research administration support staff in order to facilitate & enhance all administrative grant processes & related compliance.
- Responsible for pre- & post-award administration completed by research administrators.
- Builds relationships with Principal Investigators (PIs) & NU research associated offices
- Transfers knowledge & advises on research policy & procedure.

Program Development

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

Regulatory Compliance

- Oversees development & implementation of processes & procedures for all safety, security & compliance programs.
- Oversees creation &/or implementation of associated training.

Strategic Planning

- Creates & leads a coordinated program of activities designed to increase program/project objectives related to racial equity and community engagement.
- Develops & executes strategies to involve internal/external constituents and cultivate new community and stakeholder collaborations.

Supervision

- Supervises 1-2 staff.

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; OR appropriate combination of education and experience.
- 4 years program/project administration or other relevant experience.

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

- A demonstrated high degree of professionalism and self-motivation. The ability to develop operational policies and procedures, to prioritize work and perform several tasks simultaneously within deadlines, and to deal effectively with people at all levels of the university and with external partners is essential.
- Experience across multiple phases of the academic research process (from study design, to proposal development, to project management, participant recruitment, and dissemination of results), and with principles and best practices of community and stakeholder engagement.
- Excellent organizational, analytical, technical, and problem-solving skills.
- Strong interpersonal communication skills (oral and written) and the ability to prepare accurate, concise reports.

Preferred Qualifications: (Education and experience)

- Master's preferred and at least 5 years of relevant professional experience working across a combination of academic research and community-based settings.
- Fluent in Spanish.

Preferred Competencies: (Skills, knowledge, and abilities)

- Grant review experience either on federal study section or foundation review.
- Experience working across multiple fields in translational sciences; from molecule to device implementation to population health.
- Experience in Clinical Trials (both investigator-initiated and multi-site industry-sponsored).
- Knowledge of Northwestern University's institutional structure.

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.

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