

Job Title: Senior Program Administrator**Job ID: 35077****Link to Job Description:**https://careers.northwestern.edu/psp/hr92prod_er/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCHJOB.GBL?Page=HRS_APP_JBPST&Action=U&Siteld=1&FOCUS=Employee&PostingSeq=1&JobOpeningId=35077**Job Summary:**

Senior Program Administrator oversees a major department/school-wide program or project & provides direction & thought leadership to develop strategic goals & objectives; defines associated metrics to measure results; & creates & obtains resources to ensure success. Reviews, creates & nurtures internal & external alliances, collaborations and partnerships.

This position will support the Practice Based Research Program (PBRP) within the Division of General Internal Medicine & Geriatrics and the Center for Community Health. This position will develop and implement standardized processes/protocols across the clinical networks: Northwestern Medicine and Safety-net Community Health Centers. This position will collaborate with research teams and clinical practices to support development, conduct, and dissemination of research investigations, quality improvement projects, and practice transformation efforts in the clinical networks across Illinois, with a focus on the metropolitan Chicago area. This position will provide technical assistance and education on PBRP methodologies, to facilitate collaborative and multidisciplinary partnerships.

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.
- Oversees data analysis & 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.
- Participates in developing IT strategy to meet the mission & needs of program/project.
- Ensures necessary hardware, software & network infrastructure technology services are appropriated from central or internal IT.

Communication, Outreach & Recruitment

- Builds and maintains collaborative relationships with internal and external stakeholders to increase program profile, reputation, visibility and support.
- Creates plan to drive awareness of program/project in appropriate markets.
- Partners with academia and organizations to continue to innovate & enhance program/project.
- Actively obtains market intelligence by monitoring program/project peers/competitors and sharing information with appropriate groups.
- Builds relationships with appropriate communities & organizations that will result in program/project enhancement.
- Oversees marketing of new and current programs/projects.

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.
- Assesses programming and recommends changes that will innovate and invigorate program including cutting edge developments in the field and changes to better meet external partners' needs in order to achieve goals.

Grants & Contracts

- Consults with & advises Principle Investigators (PI) in identifying & 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 & co-authors scientific papers for presentation & publication & 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.

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.
- Recruits, hires, and directs instructors/faculty.
- 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.

Regulatory Compliance

- Oversees development & implementation of processes & procedures for all safety, security & compliance programs.
- Ensures compliance with all applicable federal, state, local & NU laws, regulations, policies & procedures.
- Oversees creation &/or implementation of associated training.

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.

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.
- 5 years' program/project administration or other relevant experience.

Preferred Qualifications:

- 5+ years' prior working experience in a research and/or healthcare setting.
- Master's in Public Health, Healthcare Administration, or a related field.

Preferred Competencies: (Skills, knowledge, and abilities)

- Action oriented - Willing or likely to take practical action to deal with a problem or situation.
- Coachability - Receptive to feedback, willing to learn, embracing continuous improvement.
- Collaboration - Facilitates open and effective communication, cooperation and teamwork within and outside of one's own team.
- Collegiality - Helpful, respectful, approachable; builds strong working relationships and a positive work environment.
- Initiative - Exhibits energy and desire to achieve; sets ambitious goals and acts decisively; takes action that no one has requested to improve or enhance job results and avoid problems.
- Meets deadlines - Displays consistency and success in adhering to deadlines.
- Multi-tasking - Demonstrates ability to work on multiple projects simultaneously.
- Organization - Plans, organizes and schedules in an efficient, productive manner; anticipates contingencies and pays attention to detail.

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