Job Description

**Job Title:** Program Coordinator  
**Department:** Ctr for Health Info Partnership

**Job ID:** 36329  
**Percent Full Time:** 100

**Location:** Chicago Campus  
**Grade:** EXS 5

**Job Summary:**

The Program Coordinator provides management for an education, research &/or operations program/project, recommending goals, assessing feasibility and ongoing performance & providing day-to-day oversight of administrative & operational functions.

The mission of the Center for Health Information Partnerships (CHIP) is to bring people, communities, and data together to enable everyone to live their healthiest lives. Utilizing new ways of thinking, innovative methods, and interdisciplinary partnerships, we aggregate and analyze health information across institutions and disciplines to positively affect individual and population health. CHIP has a vision for “information-driven health for all.” The Chicago Area Patient-Centered Outcomes Research Network (CAPriCORN) Network Program and Operations Coordinator is responsible for the coordination of day-to-day operations and activities for the multi-institutional network. This coordination includes the management of incoming requests to utilize the network infrastructure, liaising with external stakeholders and funders with the Operations Director, and facilitating/coordinating CAPriCORN meetings and workgroups towards completion of key network operational goals and requirements.

The program/project is summarized below. (Definitions: Program: plan or system of taking action toward a goal. Project: planned actions with specified beginning & end.)

**Areas of responsibility:**

- Administration
- Budget & Financial
- Communications
- Evaluation
- Events
- Grants/Contracts
- Outreach
- Program Development
- Regulatory Compliance
- Strategic Planning

**Specific Responsibilities:**

*Administration*

- Manages day to day operations.
• Ensures that program/project mission, values, guidelines, policies & procedures are implemented & maintained.
• Manages design and development of program databases; compiles & analyzes data; prepares reports.
• Identifies service improvement opportunities that will better enable program/project to achieve its goals and objectives.

Budgets & Financial
• Reviews; ensures approval based on alternatives regarding practice & policy; analyzes and classifies transactions in accordance with established chart or coding of accounts; creates new accounts; prepares, processes, reconciles & provides receipts (as appropriate) for transactions.

Communication, Outreach & Recruitment
• Strengthens partnerships with external resources by defining, promoting and marketing benefits of participation and involvement to the organization.
• Creates and nurtures relationships with organizations to develop a network of enthusiastic organizations engaged via active participation in the success of program/project.

Evaluation
• Observes program sessions and interacts with participants for purpose of gaining consumer insight, growing and strengthening program knowledge, and optimizing client satisfaction.

Events
• Develops plans and arranges meetings, workshops, events, etc. designed to exchange information, promote research objectives, and to build internal and external relationships within NU.

Grants & Contracts
• Partners with NU development office and grant manager to identify and seek program funding.
• Prepares proposals; provides administrative guidance for grant preparations including budgets and justifications.

Program Development
• Manages program/project curriculum, seminars, presentations, workshops, learning experiences, chat rooms, websites, social networking, etc. based on goals/objectives.
• Identifies & obtains external expertise as needed and works with content experts for current and new programs.
• Reviews programs/projects to increase efficiencies to support growth.
• Leads program/project updates and improvements.

Regulatory Compliance
• Ensures compliance with all necessary organizations.
• Prepares documentation as required.
• Interfaces with accreditation bodies.

**Strategic Planning**

• Administers & maintains existing strategic plans.
• Participates with area/unit senior staff in the conceptualization, development and presentation of materials used in functional operations.

*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.
• 1 year program/project administration or other relevant experience.

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

• High proficiency with Microsoft Office, and overall technical aptitude.
• Plans, organizes, and schedules in an efficient, productive manner; anticipates contingencies.
• Facilitates open and effective communication, cooperation, and teamwork within and outside of one’s team at all organizational levels.
• Ability to work independently and on a self-directed basis and in a team-oriented environment.
• Excellent analytical and problem-solving skills.
• Strong attention to detail and time management skills with the ability to work within tight deadlines and competing priorities.
• Strong oral and written communication skills.
• Excellent interpersonal skills, including the ability to work collaboratively with individuals having diverse interests/opinions.

**Preferred Qualifications: (Education and experience)**

• Master’s degree in related field (MPH, MHA, etc.).
• Experience with human subjects research, protected health information (PHI), and institutional review boards (IRB).
• Knowledge of electronic health record systems as well as clinical terminology.
• Must complete NU’s IRB CITI training before interacting with any participants & must re-certify every 3 years.

**Preferred Competencies: (Skills, knowledge, and abilities)**

• Commitment to the engagement of patients, clinicians, and community stakeholders in the research process.
• Base-level understanding of data models, data use and data rights and data aggregation and data analysis activities.
• Base-level understanding of research-based data sharing requirements, Data Sharing and Data Use Agreements.

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