



JOB TITLE: Distance Learning/Meetings Coordinator, EHEN

BACKGROUND INFORMATION: Health care providers work hard to provide quality care to patients. Yet one in three hospital patients suffers a medical error or adverse event, and far too many die prematurely as a result. The Partnership for Patients (PfP) is an initiative of the U.S. Department of Health and Human Services to improve the quality, safety and affordability of health care for all Americans. The Essential Hospitals Engagement Network (EHEN) is America's Essential Hospitals' response to the government call for contractors to help implement the PfP in our nation's hospitals. The EHEN is a group of member hospitals that have signed on to reduce the occurrence of hospital-acquired harm or harmful events in 10 different practice areas.

POSITION SUMMARY: The EHEN distance learning/meetings coordinator provides support for EHEN staff who are working to transform EHEN teams into industry leaders in access and quality of care for millions of vulnerable Americans. In this role, the distance learning/meetings coordinator is a key member of the EHEN team and is responsible for scheduling live, interactive webinars and conference calls and scheduling and supporting in-person educational sessions.

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES*:

Conference Call/Webinar Events

- Schedule webinars and conference calls with speakers and moderators; handle conference call and webinar logistics
- Develop working knowledge of Webex and related vendors that support EHEN distance learning
- Train speakers on webinar technology as appropriate to the workgroup being facilitated
- Work with Improvement Coaches to enhance on-line and virtual environments to facilitate effective peer-to-peer learning among the participating collaborative teams
- Develop and/or distribute promotional fliers and mailings
- Pull target attendee groups from iMIS; send prepared program promotion flyer and follow-up reminders to target groups through Constant Contact; send program flyer to WEBPOST for upload to website; set up and monitor promotion of program using Formsite tools; email meeting request/invitation to staff, reserve conference room for event, and post on associations's public calendar
- On the day of webinar, set up laptop/screen and provide a copy of Powerpoint presentation slides and registrant list for program leader/moderator.
- Monitor to troubleshoot and assist to resolve any technical problems during the event
- Tracks call attendance and inputs registrants into iMIS after the call

Conferences/Meetings

- Support the planning, coordination and arrangements for in-person meetings related to the EHEN as well as large forum remote learning experiences for the EHEN
- Support the evaluation process for meetings, conference calls and webinars as appropriate
- Serve as liaison and coordinator to hotel staff before and during the EHEN educational event
- Generate, edit, and/or proof marketing and program materials and documents
- Travel and assist in onsite activity as requested at in-person EHEN meetings

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- Provide on-site assistance (confirm hotel provisions are satisfactory and clearly understood by hotel staff (e.g., appropriate room layouts, adequate seating, refreshments, evening reception arrangements, etc.); troubleshoot any discrepancies with hotel liaison; man the registration desk; check that all materials are received and distributed)
- Conduct research for related conference activities (e.g., dinner reservations, ground transportation)
- Provide guidance and assist with pre- and post-event logistics including printing and collating materials, creating nametags, etc. with the support of other team members.
- Email and track program flyers using Constant Contact; set up and monitor promotion of programs using Formsite tool as appropriate
- Assist in maintaining up-to-date speaker grid information
- Using iMIS registration data assist with the maintenance of meeting registration, provide routine up-to-date lists as requested, cross check hotel reservation lists with iMIS registration lists, print name tags and name tents for conference use
- Help update, upload and prepare laptops for conference programs; on return, properly file and clear laptops of completed conference materials
- Inventory, order and keep track of meeting, registration desk and break-out session supplies
- Assist with all elements of production and dissemination of materials (copying, packaging, binding, use of outside printing services) as needed
- Manage distribution and shipping of materials to the meeting site in a timely and orderly manner; pack and organize bins, log contents clearly and accurately; and prepare FedEx labels to conference site location and return to office
- Unpack returned materials and store or distribute appropriately

General and Administrative

- Prepare written materials from draft to final release using a template format which includes spell-checking and proofreading
- Broadcast emails/faxes: Disseminate and ensure coordination to avoid multiple and repetitive communications on a given day
- Database proficiency: Prepare ad hoc lists for year-end membership activity reporting
- The Distance Learning/Meetings Coordinator is a member of the OpsTeam, an administrative group that meets monthly across all association departments to share ideas and needs, communicate projects, receive instruction, and build a collaborative team

Comment [SC1]: Not sure she's ever done this or been asked to do this

Comment [SC2]: Program Assistant generally does this – LA reviews all the hotel receipts prior to their submission to Project Director

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

- Bachelor's or Associate's degree
- Minimum 3 years relevant experience, preferably in meeting planning and/or arranging/conducting virtual or distance learning programs or educational webinars
- Prior work experience with a trade association or non-profit organization preferred
- Intermediate to advanced skills using Microsoft Word, Excel and PowerPoint
- Relevant experience with a database management software required (iMIS in use)
- Experience with graphic design software and web content management required
- Position requires travel for EHEN in-person educational meetings – estimated 15% travel

ESSENTIAL CHARACTERISTICS FOR THIS POSITION INCLUDES:

- Versatile self-starter with initiative, reliability, and resourcefulness; able to offer constructive ideas and apply practical expertise to contribute to the overall effectiveness the EHEN
- Outstanding customer service skills in handling requests within and outside the department in a timely manner

- Excellent administrative and organizational skills with excellent follow-through
- Able to perform multi-tasking with accuracy and speed, including handling multiple tasks with a high degree of detail within established deadlines; skilled in prioritizing duties, retrieving information, tracking projects and maintaining schedules
- Excellent verbal and written communication skills including strong business writing and proofreading skills
- Able to work independently as well as collaboratively as an effective team member
- Excellent time management
- Initiates programs/ideas to improve overall association and/or EHEN goals
- Demonstrates good judgment on behalf of members and America's Essential Hospitals

Salary/Benefits:

Position title and salary are commensurate with experience and includes a generous benefits package.

America's Essential Hospitals is an equal employment opportunity employer and values diversity in its workforce.

How to Apply:

Send resume, cover letter, and salary requirements via email, in MS Word or PDF format, to careeropty@essentialhospitals.org.