



Confidential Search
Senior Director of Innovation
& Strategy, Care Coordination
Remote Role

Who They Are

The client is a national 501(c)(3) organization that has provided financial assistance to cover the out-of-pocket treatment costs of more than one million people living with serious illnesses for almost 20 years. They are recognized annually by Forbes, the Chronicle of Philanthropy, and the Nonprofit Times as one of the top 100 nonprofits in the United States.

Now, they are on a mission to expand their national impact and triple the number of people they serve by developing a new suite of services that will result in healthier lives for thousands of people and influence the future of healthcare.

But it's not just about numbers: people have always been and always will be at the heart of what they do. And as they move forward, they're doing so with a deep commitment to serving people and communities who have been historically left behind in healthcare access and advocating for permanent solutions to some of the most entrenched challenges in healthcare today.

What You'll Do

To advance their mission, the organization is establishing an internal team called the Transformation Management Office (TMO), which will drive the creation of two new areas of organizational focus: Reimagined Care Coordination and Diversity in Clinical Trials.

As the leader of the Reimagined Care Coordination (RCC) solution, you will serve as the internal owner and champion for this cause, responsible for leading the strategic development and launch of a new nonprofit business unit that will provide best-in-class, concierge wraparound services for those with less access and resources and reinvents how care coordination is done in the US.

How will you make that vision a reality? You will:

Create a vision and a roadmap – As the owner for the RCC solution, you will serve as a Subject Matter Expert (SME) on operations and market trends in care coordination and wrap around services. You will champion the patient's needs and define a clear role and vision for the organization within this space. You will work with the TMO and other senior leaders to create a multi-year launch and implementation plan as well as corresponding objectives, milestones, and activities for the solution offerings.

Design, develop the solution – You will build a team of SMEs to support you in translating your vision for this solution into a reality. You and your team will take end-to-end responsibility for the initial launch as well as around continued refinement of services developed. You and your team will be responsible for defining the initial version of the solution and continue to refine the specifics of the solution – the services and features

offered, the associated workflows, policies, and Standard Operating Procedures (SOPs) on how these are implemented, the functional and technical capability requirements and the personnel and technology resources needs to fulfill these.

Serve as an internal liaison to launch and execute the solution - You will be responsible for working collaboratively with other departments to build an organization that can launch and execute the solution. You will collaborate with members of the broader organization, specifically the technology, operations, go-to-market, and finance teams, in designing, developing, and executing solution activities within those teams. While you will not be managing the staff from the other departments, you will be guiding and providing direction to those teams. Representative examples of activities that need your expertise are – defining value proposition to stakeholders, determining delivery partners, and participating in potential business development and vendor meetings, developing annual forecasts and budgets, etc.

In time, develop a best-in-class solution for care coordination - You will ensure the organization becomes the trusted partner of choice, known for meeting the diverse needs of your clients and enhancing the offerings for your clients.

Who You Are

- You are passionate about solving the disparities in access to healthcare and are looking to make an impact at a mission driven organization.
- You have deep familiarity with the U.S. healthcare sector and the care delivery value chain which includes care management and coordination; at least 7+ years.
- You have direct experience in care management, social work or population health management including navigating silos within the healthcare value chain across sites of delivery, providers, payers, patients, and caregivers.
- You have a working knowledge of the applicable regulations, processes, and policies relevant to the care management and broader health care industry to ensure compliance with industry standards.
- You are solutions-focused and a resourceful problem solver who quickly adapts to changing environments and enjoys working with ambiguity.
- You have experience developing and managing new products or services and all that entails – developing pilots, prototypes, working in an agile manner to refine the design based on feedback, especially in a bootstrapped environment.
- You have an entrepreneurial spirit with the ability to set clear priorities, delegate, and guide investment in people and systems.
- You have experience leading teams, working collaboratively across functions within an organization, and have a working sense of managing resources within a given budget.

- You demonstrate solid business knowledge, leadership, and strategic thinking.
- You are a strong communicator with the presence and ability to represent the new unit with major-player clients and senior level, corporate philanthropy teams.
- You can breakdown complex concepts and convey it in simple terms.
- You can work East Coast hours and are available for occasional national travel for board and strategy meetings.
- Extra credit! You have worked in a start-up environment, preferably at a health-related company or nonprofit, or a healthcare consultancy role.

What We Offer

- Total compensation package: \$125,000 - \$150,000 commensurate with experience.
- Benefits: Cigna High and Low PPO, or High Deductible HSA plans (employee only, spouse, children, or family options), Cigna Dental and Vision plans, FSA, HSA, Life & Disability Insurance, 4% match for a 401(k), tuition and professional development reimbursement, and 25-31 PTO days depending on years of service.
- Fully remote, flexible work environment.
- The opportunity to work with a team of talented and mission-driven professionals who genuinely enjoy working together.

This position description is based upon material provided by the client,
an equal opportunity employer.

To apply for this position, please click [HERE](#).

Debbie Katz, Talent Consultant

Dave Yi, Associate

Henry Greenblatt, Associate