



## NEHA Outreach & Engagement Manager

### Roles and Responsibilities

*Job description posted January 2022*

Seeking an enthusiastic, passionate leader interested in continuing and establishing innovative educational programming in a community that supports those with a chronic condition. **The New Hemophilia Association (NEHA) is seeking to fill our Outreach & Engagement Manager Position.**

NEHA is a regional advocacy nonprofit that serves all six New England states (RI, CT, MA, NH, VT, and ME) by providing families and individuals with a bleeding disorder with education, support, and advocacy.

The Outreach & Engagement Manager will be responsible for helping to plan educational curriculum; planning, executing, and managing special events which rotate throughout the six New England states. A successful candidate will work with each member of the NEHA team to continue at the highest quality to meet the needs of the bleeding disorders community.

### Essential Duties and Responsibilities

#### **Leadership:**

- Deliver the highest quality events in keeping with NEHA's mission, vision, and values.
- Take responsibility to assist with NEHA's innovative programming.
- Show proven decision-making skills which the executive director, program director and development manager, board, and other staff members.
- Demonstrate courteous, cooperative behavior when interacting with internal and external stakeholders, staff, board, health care providers, community members, pharmaceutical companies, etc.
- Act in a manner that promotes a harmonious and effective workplace environment.
- Assist in the leadership for program creation, in-service trainings, outreach and presentations to donors, medical providers, and volunteers.

#### **Programs Support:**

- **Manage Educational Webinars** - Schedule, select topics, communicate with speakers, and lead practice sessions (as needed), write descriptions and scripts, send out pre/post-event communication (as needed).
- **Event Communications** - Draft program, signage, and logistical emails, in collaboration with NEHA's Communications Manager, to create post-event evaluations.
- **Event Logistics** - Organize attendees, the supply lists and manage inventory of supplies in the NEHA's office.
- **Event Follow-Up & Reporting** - Data entry in NEHA's cloud-based database system, communicate with attendees as needed, document suggestions for future programs, document volunteer hours, write thank you emails and notes to volunteers and speakers.



- **Volunteer Management** - Respond to inquiries, record data in NEHA's cloud-based database system, recruit, train and communicate with volunteers.
  - Design, plan and oversee NEHA's New Volunteer Management Program.
- **Event Management** – Assist with managing the logistics for NEHA's events and retreats.

#### **Development Support:**

- **Data Entry Support** - Input attendee information, registration and/or donations into NEHA's cloud-based database system and ensure contact information is up-to-date, cross reference with NEHA's email system.
- **Funding Support** - Assist with non-industry grant research and development for annual programs (i.e., foundations, organizations, and government grants). Update the funding and grant spreadsheet accordingly.
- **Communication Support** - Pre-event communications relating to breakout sessions, exhibit booth details, and general program related questions. Post-event communications including thank you email to sponsors.
- **Marketing**- Collaborate on print materials to ensure all sponsor logos are accurately displayed. Proofread event programs, signage, etc.
- **Event Logistics** - Assist NEHA's Office and Operational Manager with gathering and packing supplies. Creating and printing documents, such as table tents, registration lists, volunteer packets, etc.

#### **Communication:**

- Manage multiple priorities, work in a fast-paced environment and remain flexible while being able to report out on projects confidently, at any time.
- Understand the non-negotiable importance of confidential and discreet (often patient related) information.
- Proven experience dealing with tough situations, clearly communicating, and delivering results to proceed with positive outcomes.
- Have excellent public speaking skills, with the ability to command and bring a room of people together.

#### **Qualifications:**

- Most live in one of the six New England states
- Minimum of a bachelor's degree
- Minimum of three years of experience working in a non-profit
- Travel up to 20% of the time
- Strong leadership skills including professionalism, active listening, critical thinking and effective delegation
- Ability to work and embrace a changing environment
- Must have strong meeting, training, facilitating and project management skills
- Demonstrated experience in service coordination and networking with health care providers
- Must be independent and self-directed but able to work collaboratively and lead or manage a team



- Must have a strong understanding of non-profit organizations and the ability to implement/promote best practices
- Ability to act with integrity and compassion and foster a culture of mission, trust, respect, and accountability for outcomes
- Ability to demonstrate cultural awareness and competency, including the ability to understand, respond and work effectively, with sensitivity toward staff and members from diverse cultures and backgrounds

### **NEHA's Diversity, Equity, and Inclusion Statement**

NEHA stands with the Centers for Disease Control and Prevention in declaring racism as a serious public health threat and denounces all forms of discrimination and intolerance. Recognizing that taking a stand is not enough, we are on a path of exploration and community engagement to ensure that the core values of diversity, equity, and inclusion are reflected in all NEHA policies, practices, and programs. We believe this is the best way to serve everyone in the inheritable bleeding disorders community, including families and caregivers, throughout New England. We strive to be an organization that seeks equity and works to improve the health outcomes of all people regardless of bleeding disorder diagnosis, health status, disability status, age, race, ethnicity, color, country of origin, immigration status, primary language, religious or spiritual belief, sex, sexual orientation, gender identity

### **Benefits**

- Flexible schedule
- Opportunity for remote position
- 2.5 week's paid vacation
- Matching 401K
- Bonus opportunities
- Insurance reimbursement opportunities
- Competitive salary

### **How To Apply**

- To apply for this position, please send a cover letter and resume to Rich Pezzillo, NEHA Executive Director at: [RPezzilla@nehemophilia.org](mailto:RPezzilla@nehemophilia.org). Emails only; no phone calls.