



## Job Description

Job Title: Chief of Staff, Greater Newark Healthcare Coalition      Reports To: Greater Newark Healthcare Coalition Executive Director

Status: Exempt  
FLSA Status:

Company: VNAHG of NJ, LLC  
Hours: 37.5 hrs/week

Direct Patient Care:      NA  
Region: Essex

Bargaining Unit Status:  
Last Revised: 3/28/19

**About Greater Newark Healthcare Coalition (GNHCC):** GNHCC works to create health equity for residents of the Greater Newark region by improving healthcare access and quality and by integrating healthcare with other anchor systems such as education, workforce development, housing and food and economic supports. Chief strategies include (1) engaging in health policy planning and advocacy through data collection, analysis and dissemination, best practice research, and public education and (2) collaborating to develop initiatives aimed at identifying and eliminating health disparities and other barriers that lead to poor health outcomes.

**Position Summary:** The Chief of Staff (COS) to the Executive Director is a critically important role, enabling the Executive Director to work most effectively with internal and external stakeholders and fulfill commitments to the Coalition's partners, funders, and the Board of Directors. The COS will serve as a strategist, consultant and implementer as well as oversee streamlined activities within the organization based on the priorities of the Executive Director. The COS will serve as a liaison between staff, management team members and the Executive Director ensuring that the Office of the Executive Director works to its highest potential and the organization is poised to meet its annual goals and targets. This is not an administrative role (although administrative tasks are part of the role) -- it is a highly strategic and facilitative one that requires a combination of focus and flexibility, as well as a willingness to play an active, behind-the-scenes role. The role requires a highly resourceful individual with strong emotional intelligence, self-motivation, and strong communication and analytical skills.

### **Essential Functions:**

- Coordination/orchestration of projects or commitments directly involving the Executive Director and management team. This responsibility primarily focuses on ensuring alignment among the often disparate stakeholders and, when such alignment is absent, recommending mitigating approaches. While this responsibility envisions the COS "going deep" on a relatively limited number of projects, s/he would also need to understand the breadth of the projects within the Executive Director's purview. The COS will work closely with Executive Director on communications and funding issues. The Executive Director and



the COS would agree in advance on the schedule of projects requiring COS involvement. Tact, diplomacy, and persistence are essential qualities in executing this dimension of the role.

- Independent leadership of special Executive Director-initiated projects or responsibilities. While the vast majority of Executive Director-initiated projects will find homes among the management team and staff, some confidential or time sensitive issues will need to reside within the Office of the Executive Director. Alternatively, staffing changes may require the Executive Director to assume more direct responsibility of an initiative; in these cases, the COS will support the Executive Director in management of these activities.
- Proactive identification of issues that could impact the successful execution of the Executive Director's commitments: This responsibility involves elevating those issues about which the Executive Director should be aware and framing/positioning ideas to resolve the problem/mitigate the risk. This is among the most challenging aspects of the job and will require the COS to focus on the underlying interests of the parties working with the Executive Director, understand their intentions, and creatively identify alternative means of handling pressing issues.
- Support Executive Director in review, design, and execution on improvements to organizational structure, find knowledge and skills gaps and help address them. This includes supporting the improvement of current processes and coordination of organizational procedures for optimized efficiency and productivity. This may, at times, result in the COS assuming temporarily the management of a specific organizational function, especially in times of organizational transition.
- Preparation for, and facilitation of, "critical path" Executive Director Meetings. While these meetings may initiate through the Executive Director's Administrative Assistant and s/he may be responsible for inviting and preparing participants, the COS is accountable to ensure that the meeting objectives are realistic, that preparation is appropriate, and that the Executive Director is well-prepared. This responsibility is less about logistics and more about content and the COS's judgment about the appropriateness and sufficiency of the intended preparation. In other words, the COS's role is to make sure the Executive Director's time is leveraged most effectively in a meeting context. The COS will not manage the Administrative Assistant but will work closely with them. The COS will manage other staff within the GNHCC management team.

**Duties include, but are not limited to:**

- Working in partnership with the Executive Director, create the strategic three-year plan and implement new processes and approaches to achieve it.
- Serve as the internal leader of the organization:
  - Coordinate the annual operations plan and budget.



- Lead the performance management process that measures and evaluates progress against goals for the organization.
- Provide for all staff a strong day-to-day leadership presence; support an open-door policy among all staff.
- Lead and manage the organization's management team.
- **Development:**
  - Identify geographic growth opportunities and priorities.
  - Communicate the branded message internally and externally.
  - Assist ED with proposal preparation and grant-writing.
- **Program:**
  - Increase key impact measurements.
  - Ensure that all programmatic components and partners are performing satisfactorily.
- **Finance, Technology, and Human Resources:**
  - Produce and implement a Balanced Scorecard metric throughout the organization.
  - Cultivate the values of GNHCC within the organization.
  - Instill a human capital development and "coaching" culture within GNHCC; upgrade human resources functions including: training, development, compensation and benefits, employee relations, performance evaluation and recruiting.
  - Develop an accounting system that provides the organization with quick access to financial information and enables strategic budgeting.
  - Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall.
  - Work with the board of directors: present to the board at quarterly meetings and serve on several board committees.

**Non-Essential Functions:**

- Attend relevant training as necessary to maintain professional certification and/or knowledge.
- Adhere to GNHCC's guidelines and ensure the appropriate handling of sensitive information.
- May work non-traditional hours based on operational needs and to meet the needs of the community.
- Complete special projects specific to the function of the project team or as needed for the project team as directed by the Executive Director.
- Other duties as assigned within the scope of position expectations.

**Knowledge, Skills, and Abilities:**

- Demonstrates ability to carefully set priorities, meet deadlines, and schedule time efficiently.
- Proven track record of working strategically and collaboratively across departments.
- Ability to follow-up and follow-through with strong attention to detail.



- Ability to work well and maintain professionalism under times of stress and pressure.
- Demonstrates ability to work with other people through a cooperative effort.
- Excellent communication skills; impeccable interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.

**Experience, Education, and Licensure:**

**Experience:** Minimum of 5-7 years' experience in the profit and/or non-profit sector. Proven track record of success facilitating progressive organizational change and development within a growing organization.

**Education:** Master's Degree helpful, but not required.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee will frequently stand; walk and sit in an office environment.
- There will be occasional lifting up to 15-20lbs.

**Work Environment:**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- Although work is primarily indoors, you may be required to travel outside to business community locations.

*Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

**Where to Apply:** <https://www.vnahg.org/careers>