



POSITION DESCRIPTION

Position Title: Senior Manager, Patient Engagement **Department:** Foundation & Patient Engagement
Reports To: Deputy CEO/Executive Director AASLDF **Supervises:** Non-applicable
FLSA Status: Exempt **Effective Date:** March 1, 2021

General Description:

Lead efforts to engage liver disease patients to improve health outcomes and to increase patient involvement/support of AASLD. Responsible for developing the patient engagement programs and activities in the Foundation and Patient Engagement department. Develops and manages the patient experience to facilitate the patient / AASLD partnership by organizing and implementing in-person and virtual programs and represents AASLD in the patient facing community. Oversees and ensures the successful implementation of educational programs, networking and sessions for Patient Engagement. The Senior Manager, Patient Engagement supports the engagement of liver disease patients with the dual aim of informing the work of AASLD and improving health outcomes. Staff liaison to the Patient Advisory Group.

Key Responsibilities:

Patient Engagement Outreach:

- Facilitate the development of short-and long-range innovative strategies and tactical plans that promote opportunities for patient engagement.
- Develop and maintain collaborative relationships with patient organizations to facilitate connections, build trust and long-term relationships with patient groups and patient advocates.
- Collaborate with key internal stakeholders to ensure that the patient voice is informing key functional areas and committees.
- Represent AASLD at patient organization meetings and events to raise awareness of AASLD and to infuse awareness across the hepatology community.

Program Management:

- Create activities and programs to elevate the patient experience, participation and access to information with a goal to improve health outcomes including in-person and virtual education and community gatherings.
- Implements the development of materials and resources for the liver community to disseminate credible information
- Facilitate meetings and forums with community stakeholders as a method of engaging in bi-directional communication and awareness
- Solicit feedback and input in the community on patient satisfaction and experience with the FHC and identify opportunities for improvement in underperforming areas.

Budget:

- Responsible for development of the patient engagement budget
- Manages the organization's resources within budget parameters

Communication and Internal Collaboration:

- Develop a communications plan to ensure community groups are engaged with the the FHC and updated on programs and services available for patients.
- Responsible for patient satisfaction data analysis to identify opportunities and gaps and develops improvement strategies to meet the patient relations goals and objectives.
- Collaborate with Marketing and Communications, Public Policy, Governance to cross-communicate and leverage patient relations across the organization.

Other duties as assigned.



Education and Experience

- Bachelor's degree in relevant area, or other related field equivalent work experience.
- The job requires 6-8 years of experience in a similar role and advanced subject matter expertise. Requires knowledge of key programmatic, operational, and financial issues and priorities.

Skills Needed in Position

- Communication skills: Skill in clearly and effectively communicating ideas verbally and in writing, including the ability to edit the writing of others. Commitment to keeping stakeholders informed.
- Strategic thinking and problem-solving skills: skill in anticipating future consequences and trends, making decisions congruent with the organization's strategic direction, mission and goals, and developing new approaches to solve problems or improve processes.
- Planning and organizing skills: skill in determining priorities, developing plans to assure the achievement of objectives, and allocating time and resources effectively.
- Supervisory/management skills: skill in setting clear performance objectives and directions; delegating appropriately; and providing clear, behaviorally specific performance feedback, effective coaching, and development opportunities
- Interpersonal skills and emotional intelligence: Skill in building and maintaining effective interpersonal and team relationships with a diverse network of colleagues inside and outside the organization, and with other relevant individuals with whom the organization works (members, the media, other organizations, funders etc.)

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements. Duties and responsibilities may be changed or expanded at any time to accommodate the needs of the AASLD Foundation.