



New Orleans Office	DC Office
1515 Poydras St. Suite 1490	1300 Connecticut Ave. NW Suite 510
New Orleans, LA 70112	Washington, DC 20036
Direct: 888.996.6744 (888.99.NNPHI)	Direct: 888.996.6744 (888.99.NNPHI)
Fax: 504.301.9820	Fax: 504.301.9820
nnphi.org	

Position Announcement – Senior Manager, Network Engagement

Opportunity:

The National Network of Public Health Institutes (NNPHI) is an active network comprised of over forty member public health institutes located throughout all ten Health and Human Services regions. NNPHI also serves as the National Coordinating Center for Public Health Training (NCCPHT), and hosts an affiliate network of ten Regional Public Health Training Centers (Regional PHTCs) serving all fifty states and US territories. Public health institutes (PHIs) are nonprofit organizations that improve the public's health by fostering innovation, leveraging resources, and building partnerships across sectors, including government agencies, communities, the health care delivery system, media, and academia. NNPHI and its member institutes work together to implement public health policy and program initiatives throughout the nation. NNPHI offices are located in New Orleans and Washington, DC.

The NNPHI mission is to support national public health system initiatives and strengthen public health institutes to promote multi-sector activities resulting in measurable improvements of public health structures, systems, and outcomes. NNPHI's vision is innovation-fostering public health institutes across the nation collaborating to improve population health.

NNPHI collaborates with its member public health institutes and a wide range of national, state, tribal and local partners to support public health initiatives. These collaborative efforts promote health equity, support public health and health systems collaboration, build capacity of the public health system, encourage health in all policies, and promote evidence-based public health practice. Additional information about NNPHI's program areas and collaborative efforts with public health institutes is available at www.nnphi.org.

Position Summary:

NNPHI is committed to the development of a robust distributed capacity network of public health institutes (PHIs) across the country dedicated to improving population health. This position will play an important role in the recruitment and retention of members and the development of public health institutes across the US, the territories and in tribal communities. The Senior Manager for Network Engagement will work closely with each portfolio team at NNPHI to support connectivity to members, gather timely information on membership capacities and needs, design and implement a technical assistance system for all network partners, including pre-emerging, emerging and established PHIs, provide membership services including NNPHI's signature event, the NNPHI Annual Conference and provide direct management support for programs and initiatives that engage members. This position heavily emphasizes customer service and relationships and the successful applicant will be able to demonstrate several years of experience building and maintaining high quality relationships with

members, partners, funders and others. This position will report to the Director for Network Engagement. This position is based in either NNPHI's New Orleans or Washington, DC office (the Director for Network Engagement is based in the New Orleans office) and requires approximately 20% travel.

Primary Responsibilities:

- Plan, coordinate, facilitate and evaluate Network Engagement activities, such as the NNPHI Annual Conference, the monthly membership webinar series, interest groups and others
- Provide portfolio teams, funders and partners with timely, relevant information about NNPHI members through surveys, capacity brief requests and management of NNPHI's Salesforce platform in close coordination with the Research and Evaluation Division. Produce reports, webinars and other communications materials to share data and information with members, partners and funders on the capacities and characteristics of NNPHI members. Data include financials/990 information for all NNPHI members.
- Serve as CRM administrator for Salesforce. Develop and implement a technical assistance and business development system (within NNPHI's Salesforce platform), with support from all NNPHI staff members, for network partners, including established and emerging public health institutes. This position will provide leadership and support for all NNPHI staff in uploading data to the Salesforce platform and will support the development of reports, including membership profiles from the Salesforce system. This position will provide quality control for data entry and help to train new staff and existing staff in the use of Salesforce.
- Develop tools and resources on organizational development, programmatic capacities and other areas of need related to public health institute development. Support the growth of a learning community of mentors with experience in providing one-on-one technical assistance to public health institutes. Support NNPHI staff and members in contributing regular updates to the *Guide for Developing and Thriving as a Public Health Institute*.
- In close collaboration with the Communications Strategist, develop high quality, best in class communications and marketing messages for all members on funding opportunities, NNPHI initiatives, resources, capacity building opportunities, conference announcements and all other member-related communications. Regularly develop and update content for nnphi.org. Develop and build new member materials and support members in their communications related to their membership with NNPHI.
- Contribute to the development of proposals to increase resources for network engagement and member-related activities. In collaboration with the Director, develop and implement a suite of fee-for-service offerings from NNPHI for members and other partners related to facilitation, convening, technical assistance and other services.
- Develop and monitor budgets related to network engagement activities, including member dues and the NNPHI Annual Conference budget
- Learn from other member-serving organizations and seek innovative and best practices in member services
- Provide ongoing support to all program areas, NNPHI leadership and the Board related to engaging members. Duties may include consultation on CFP/RFA announcements, producing reports on specific areas of expertise, reaching out to members to serve on work groups and

provide added capacity for joint NNPHI initiatives. This position may also provide direct project management support for program that engage members.

- Represent the NNPHI brand and the public health institute model at other national professional conferences and meetings. Provide presentations on the national, state and local level about NNPHI and the public health institute model and confidently articulate the distributive capacity network approach to working with members.
- Conduct other duties as assigned to fulfill NNPHI's mission.

Qualifications:

- Master's Degree or relevant experience (5 + years) in business, non-profit management, public administration, health systems management, public health or other disciplines with an emphasis on association/network building strongly preferred. Experience in organizational development related to non-profits and their partners strongly preferred.
- Strong interpersonal skills and ability to work effectively on a team and with diverse partners
- Experience in a fast-paced, entrepreneurial environment. Flexibility with an ability to maneuver effectively in the face of uncertainty and transition.
- Excellent customer service skills and relationship management skills.
- Experience with customer relationship management tools such as Salesforce or other online platform; experience with the following software/systems: email marketing and campaign (such as constant contact); webinar platform software (such as: Readytalk, WebEx, JoinMe, Go To Meeting, etc.) evaluation software (Qualtrics), event management software (regonline and cvent)
- Demonstrated communications skills including strong writing skills, digital strategy, graphic design and internet savvy. Robust social media skills including blog experience, Twitter, and LinkedIn. Candidates should be able to share examples of social media and other communications campaigns (specifically for public health or other social causes a plus). Experience with email list building, management, and maintenance
- Excellent analytic skills and comfort/familiarity with non-profit financial statements and analysis of fiscal/organizational health of non-profits
- Facilitation experience and knowledge of designing agendas and materials for effective meetings
- At least five years of relevant professional experience. Experience with membership management/engagement, client/partner management as well as recruitment and retention preferred.

- Confident public speaker, comfortable networking and representing brand identity
- Success mentoring and supervising staff and contractors
- Based in either NNPHI's New Orleans or Washington, DC or willing to locate to either of these locations.

Salary/Benefits:

1. Salary range of \$65,000-\$85,000, commensurate with education and experience.
2. A highly competitive benefits package is offered to all NNPHI staff.

Please send CV, cover letter, salary requirement, location preference (either New Orleans or Washington, DC) and three professional references to: hr@nnphi.org

Subject line: Attn: Senior Manager, Network Engagement

Equal Opportunity Employer