

Program Officer –
Empowering Health Care Consumers

Job Description

Background:

The New York State Health Foundation (NYSHealth) is a private statewide foundation dedicated to improving the health of all New Yorkers, especially the most vulnerable. To achieve meaningful impact, the Foundation makes grants, informs health care policy and practice, and spreads effective programs that work to improve New York's health system. Most of the Foundation's grantmaking is focused on two priority areas: building healthy communities and empowering health care consumers.

Launched in 2016, the [Empowering Health Care Consumers](#) priority area is focused on amplifying the voice of the health care consumer and increasing the information and tools available so that patients have more influence over their own health and health care. The Foundation is committed to increasing consumers' *choice, control, and convenience* to ensure that consumers have the cost and quality information needed to make informed decisions; have access to and control over their own health information; and can conveniently and with minimal burden navigate the health care system.

Position Summary:

Supporting the Vice President for Programs, the Program Officer will work as part of a team to support the implementation and development of the Empowering Health Care Consumers priority area. Given that this is a new priority area, this position is ideal for a creative and strategic thinker with the relevant content knowledge who will have the opportunity to contribute to the further development and refinement of this new priority area. He/she will be responsible for managing programs and grants; reviewing proposals; and making grantmaking recommendations to the Vice President for Programs and other senior staff. He/she will also be expected to represent the Foundation at meetings and conferences throughout New York State and nationally, as well as organize and facilitate NYSHealth convenings in support of the Empowering Health Care Consumers priority area.

Reports to: Vice President for Programs

Responsibilities:

- Support the Vice President for Programs in developing strategic grantmaking opportunities for the Empowering Health Care Consumers priority area.
- Develop, cultivate, and implement ideas for projects and initiatives.
- Contribute to the design and implementation of annual program goals and strategies.
- Lead and facilitate meetings with grantees, conduct site visits, review grantee submissions, and track grantee performance. Work with grantees to identify potential enhancements to project development and ensure that contractual objectives are met.

- Work with grantees to identify and lead efforts to help leverage the Foundation's resources and develop opportunities to partner with other private and public funders.
- Prepare and present written proposal summaries for various levels of the grant review process and provide recommendations to senior staff and review panels.
- Respond to public inquiries about the Empowering Health Care Consumers priority area and the application process. Work to disseminate and communicate the Foundation's goals and objectives and our grantmaking results.
- Develop and maintain working relationships with stakeholders, policymakers, community members, researchers, and others to support program development and implementation.
- Convene grantees, stakeholders, and policymakers to advance program development and implementation, as appropriate.
- Contribute to quality improvement of the Foundation's operations, including facilitating internal communications and evaluation, specifically as it informs future program development and grantmaking.
- Participate in conferences, seminars, and other professional development activities to maintain and enhance expertise and professional status.
- Contribute to the NYSHHealth website by identifying relevant grantee materials to be posted to the Empowering Health Care Consumers area of the site.
- Complete special projects as assigned.

Reporting to the Vice President for Programs, the Program Officer will work collaboratively with the Empowering Health Care Consumers team (as well as across priority areas with other team members) to advance shared goals, and will play a key role in strategic thinking, generating project ideas/initiatives and helping to shape and refine this new priority area. He/she is also expected to coordinate with communications and grants management staff.

Required Experience and Qualifications:

The Program Officer must have a graduate degree in health, public health, public policy, or a relevant discipline. The successful candidate will have more than five years of experience in the consumer empowerment arena, either in a health care, health policy, or consumer advocacy setting. Knowledge of patient/consumer engagement and person-centered care frameworks and interventions is required. He/she must also have a solid understanding of policies and best practices regarding issues such as price and quality transparency, patient activation, and shared decision-making, as well as a working knowledge of (and/or connections with) New York State and/or national patient-centered care/consumer advocacy organizations.

Other qualifications include:

- Superb project management and organizational skills. Attention to detail and follow-through ability, including management of paper flow and time.
- Excellent written and oral communication skills.
- Excellent analytic abilities, including clear judgment and creative thinking.
- Excellent interpersonal skills: collegial, energetic, able to develop productive relationships with colleagues, grantees, consultants, and others who contribute to

program development and management. Works well with and welcomes opportunities to work across diverse cultures.

- Demonstrated maturity and seasoned judgment. Ability to make decisions, justify recommendations, and be responsive and clear with Foundation applicants.
- Experience in collaborating with and engaging business and community leaders and other partners in program work.
- Ability to travel, including for site visits and to represent the Foundation at outside meetings.
- Foundation/grantmaking experience is highly desirable, but not necessary.

Application Process:

Send résumé, statement of interest, and salary expectations to HR@nyshealth.org and include “Program Officer-Consumer Empowerment” in the subject line.

The New York State Health Foundation is an equal opportunity employer and values having a diverse staff. Employment opportunities are based upon individual capabilities and qualifications without regard to race, gender, religion, sexual orientation, age, national origin, disability, veteran status, or any other protected characteristic as established under law.