

Center to Advance Palliative Care
Icahn School of Medicine at Mount Sinai
55 West 125th Street, Suite 1302
New York, NY 10027

Education Associate Position Description

The Center to Advance Palliative Care (CAPC) is a national, non-profit membership organization that successfully uses social change principles to promote high-quality palliative care for people with serious illnesses. CAPC provides health professionals with the tools, training and technical assistance necessary to start and sustain successful palliative care programs in hospitals and other health care settings. CAPC also engages in outreach to major national health care organizations, policymakers, payers, and educators to catalyze supportive payment policy, strengthen the workforce, and work in support of regulatory and accreditation incentives aimed at assuring access to quality palliative care for all Americans.

CAPC is seeking a full-time Education Associate. The Education Associate will be a key member of the Education team, working closely with both internal content experts and field leaders to develop new training content for CAPC's health system, hospital, hospice, home health, long term care and payer members. The Education Associate will focus on planning and execution of online CAPC events including palliative care webinars, 'virtual office hours' that connect palliative care teams to field experts, and other virtual events.

The candidate will be highly organized, will have excellent written and verbal communication skills, and a passion for improving care quality for seriously ill patients. The candidate will also have strong analytical and problem-solving skills and will have a high comfort level learning to use CAPC's CRM and learning management system. Preference will be given to those with an understanding of the US health care system and health care dynamics.

Duties and Responsibilities

- Manage and execute CAPC's schedule of twice-monthly webinars including scheduling, faculty coordination, communication between relevant CAPC stakeholders, and production of events.
- Project manage and execute additional virtual CAPC events including small-group Virtual Office Hours and Master Clinician case discussions
- Provide end user support for CAPC virtual events via phone and email
- Synthesize user questions and feedback from events to inform new CAPC product development

- Support the Education Department with additional ad hoc tasks including content/product review, maintenance of content on CAPC's online learning platform, and preparation of continuing education applications for CAPC training courses

Qualifications

- Bachelor's degree required
- 3 years of professional experience; background in the field of health care or health education strongly preferred
- Excellent written and verbal communication skills
- Demonstrated ability to manage multiple projects in parallel
- Comfort learning new technologies
- Mastery of Microsoft Excel and PowerPoint
- Experience with Salesforce or other CRM software a plus