



Director, Research

Reports to: Senior Director, Strategic and International Initiatives

Classification: Full time, exempt

Location: This position is 100% remote and should be in the Continental US

To apply: Submit brief cover letter and resume in MS Word or PDF format to info@nchl.org

The director of research leads and maintains strategic oversight of the research, business intelligence, and data analytics initiatives of NCHL and its premier programs. The individual in this position serves as the technical subject matter expert for NCHL's data visualization environments and leads the organization's programmatic benchmarking initiatives. The position requires excellent project management, writing, and critical thinking skills as well as a background in political science/policy/economics. A solid understanding of the healthcare industry is also essential. The ideal candidate will be responsible for collaborating with a remote team located throughout the US as well as regularly engaging with and providing quality customer service to NCHL's program members. This position requires very strong technical skills, including extensive experience building Qlik Sense dashboards, analyzing and interpreting data using the R programming language, and experience with Qualtrics.

Responsibilities:

- **Oversees the overall direction of NCHL's research and data analytics initiatives**
 - Organizes and centralizes NCHL's own resources as well as relevant industry insights and external research
 - Implements data collection and reporting schedules across programs
 - Develops guidelines for distribution and data sharing as well as collaborating with external research partners
 - Develops new work products based on proprietary NCHL research/data assets and co-leads in developing and implementing commercialization plans
 - Develops deliverable descriptions, project plans, and timelines and assigns tasks to successfully complete multiple projects against deadlines; manages project scope; adjusts schedules when necessary; determines daily priorities; follows proper escalation paths; and manages important stakeholder relationships
 - Develops and implements organizational reporting standards and style guides
 - Oversees staff training, education, and quality improvement initiatives
 - Identifies and participates in quality and efficiency improvement projects to help members and the broader field more readily access important information
 - Supervises the Senior Data Analyst, providing guidance and support to ensure the accurate analysis and interpretation of data, and oversees the integration of their work into larger research initiatives.
 - Holds responsibility for creating and overseeing NCHL's overall research program budget
 - Account manager for Qlik Sense/Wipfli, Qualtrics, among other vendors

- **Supports the data analytics and research needs of the Leadership Excellence Networks (LENS), National Council on Administrative Fellowships (NCAF), and other NCHL programs**
 - Directs the NCHL Competency Model update initiative
 - Directs data analytics for NCHL's National Leadership Survey initiatives and supports data interpretation and reporting
 - Runs data analytics for NCAF annual benchmarking survey initiatives and supports data interpretation and reporting
 - Oversees the NCHL member satisfaction survey, including survey updates and data analysis

- Oversees data analysis for the Gail Warden and International Healthcare Leadership award nomination processes
- **Manages the USCIPP program's research and business intelligence initiatives**
 - Directs USCIPP's Benchmarking & Research Council as well as USCIPP's annual benchmarking data collection, analysis, and reporting initiatives
 - Oversees the Qlik Sense dashboard environment; maintains access for members, processes data updates, and manages improvements to the benchmarking and patient experience dashboards
 - Maintains the USCIPP Premium market research tool in Tableau
 - Monitors the USCIPP inbox and answers inquiries related to USCIPP benchmarking, research initiatives, and market analysis; helps triage messages
 - Manages the Premium USCIPP, Benchmarking, and Qlik Sense workspaces under USCIPP member resources on Member365
 - Provides data compilation/reporting support to USCIPP's International Patient Experience Initiative as needed

Required knowledge, skills, and abilities:

- Minimum of a master's degree in business, healthcare management, international relations, economics, public policy, data science, or another field relevant to writing; analyzing; effective teamwork; and customer relations
- Significant experience analyzing and interpreting data in R is essential
- Significant experience building and visualizing data in Qlik Sense dashboards is essential
- Experience with Qualtrics is essential
- A solid understanding of the healthcare industry is essential
- A background in international health services and/or political science/policy/economics is essential

Desired knowledge, skills, and abilities:

- At least five years of work experience in an office or consulting environment
- Significant experience processing, modeling, and visualizing data in Qlik Sense
- Experience with Tableau a plus
- Ability to manage and communicate with diverse members and stakeholders; executing on marketing and social media campaigns; and effectively building and facilitating client relationships, delivering excellent customer service, and exceeding member expectations
- Excellent project management and organizational skills
- Exceptional written and oral communication abilities, including the ability to read and interpret data
- Experience with member database platforms and Zoom a plus
- Demonstrated flexibility/adaptability with ability to change directions on-the-fly as needed, with periodic need for long hours to meet a variety of stakeholder deadlines

Remote office expectation: All NCHL personnel are entirely remote. This position requires the employee to use their personal cell phone with a data plan and home internet, with a set monthly stipend provided. New hires are also provided with a remote office set-up stipend upon hire. All hires are required to maintain residence in the US.

Salary: \$97,000–\$102,000 annually + benefits which include health coverage, flexible time off, an end of year organizational closure and other benefits.

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NCHL is an Equal Employment Opportunity Employer