

Program Manager

Full-time | Salary range starts at \$45,000



About VitalTalk:

VitalTalk's mission is to teach clinicians how to be better, more compassionate communicators with seriously ill patients and their families. We do this primarily through teaching face-to-face communication courses. Through our online module, communication skills course, train-the-trainer program—and via our community of trained faculty—we reach thousands of clinicians a year. We are both a startup and a nonprofit. We are looking for a Program Manager to join our expanding team and support this rapid growth.

Our culture:

The words startup, nonprofit, and healthcare each conjure up different ideas of work and culture. We like to think of ourselves as a great mix of all three:

- 1) **Startup Mentality:** We operate nimbly, on a tight budget, and constantly iterate to deliver a better product today than we did yesterday. Concrete absolutes rarely exist in our daily work.
- 2) **Nonprofit Core:** We believe deeply in the power of our impact, care for the work-life balance of our employees, and use our mission and data to drive our progress.
- 3) **Healthcare Ecosystem:** We interact with brilliant clinicians and healthcare systems on a daily basis, helping them improve their communications with patients while reducing burnout.

Position summary:

The Program Manager is an essential member of our rapidly expanding team! The Program Manager will join our team as a lead for logistics and coordination for core VitalTalk courses and act as the front-line point of contact for clients regarding our programs. Deep attention to the details, commitment to superior customer service, and the ability to be flexible while juggling competing priorities are necessary for this position. This role will reflect the mission and culture of the organization at all times. This position reports to the Director of Programs and will require semi-regular travel to course locations throughout the country.

Here's who we're looking for:

We are always running courses so there are multiple rolling deadlines throughout each month. You're a project management/organization wizard who thrives on keeping track of these moving targets to make sure all the details are in place and on time. You're also prepared to do what it takes to keep the show going when things don't go as planned. And you are able to

Program Manager

Full-time | Salary range starts at \$45,000



reflect on what is working well and help identify where and how our processes and procedures can be improved. An affinity and willingness for process improvement is a must!

You would ideally have a minimum of 3-5 years of experience in project/program/event management, working with community partners, and customer service (previous startup or nonprofit experience highly desired).

This role is heavily relationship-based. You are the connector between clients, faculty, learners, and venues, so you must be able to communicate effectively with a wide variety of people. One of our main priorities is making sure that our community of VitalTalk faculty know how much we appreciate and respect the time and effort they devote to this work. It is a pretty easy part of the job because they are all so great!

We are a startup nonprofit, so we are looking for someone who can hit the ground running and dive into learning about our programs, is comfortable with the fast-paced and often ambiguous nature of our work, and can bring a creative approach to problem-solving to help us innovate along the way.

If you were working with us, here are some of the things you would have done in the last two weeks:

- ***Put the finishing touches on the next week's course:***
 - Communicated with course participants and VitalTalk faculty and staff regarding final course logistics and travel arrangements
 - Ordered, packed, and shipped course supplies
 - Put the finishing touches on course materials and set them up for printing
- ***Started planning a future course:***
 - Spoke with the client to discuss goals and onsite needs for the course
 - Led a kick-off call with the course director to finalize the course agenda
 - Reached out to the VitalTalk faculty teaching the course to introduce yourself, schedule prep phone calls, and book travel
 - Interviewed a group of local improv actors to book them for an upcoming course in Salt Lake City
- ***Finalized a past course***
 - Debriefed with the programs team by sharing what worked well and what was challenging at our course in Washington, D.C.
 - Discussed process improvements for the next time we run a similar course
 - Sent notes of appreciation to thank the course faculty, actors, and participants

Program Manager

Full-time | Salary range starts at \$45,000



- Submitted invoices to pay the VitalTalk faculty and actors
- Pulled evaluation data to send to clients and course directors for each course
- Confirmed course data in Salesforce

- **Met with the internal VitalTalk team**
 - Discussed areas for process improvements with the operations side of the house, like building a feedback form to evaluate actors
 - Shared results of research on potential new vendors for course material printing and course supplies shipping

- **Managed our online module**
 - Enrolled new course learners in the module
 - Assisted learners who have had difficulty logging in

To apply:

VitalTalk is a progressive and innovative equal opportunity employer based in Seattle, Washington. Compensation and benefits will be competitive and reflect not only the current budget and size of the organization, but the expected growth and development. Benefits include employer-paid medical insurance, paid time-off, commute assistance, cell phone reimbursement, a dog-friendly office, and plenty of office snacks (you'll get to help choose!).

Interested candidates should send a resume and cover letter (addressed to "Whom it may concern") to hire@vitaltalk.org with the subject line "Program Manager – Your Name." Beyond the usual cover letter lingo, be sure include one example of something you are passionate about that took planning, creative problem solving, and determined execution.

The position will remain posted until filled and interviews will be granted on a first-come basis for qualified applicants.

VitalTalk provides equal opportunity in employment for all qualified persons and prohibits discrimination in employment on the basis of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veteran status, disability unrelated to job requirements, genetic information, military service, or other protected status.