**Home Centered Care Institute (**[**https://www.hccinstitute.org/**](https://www.hccinstitute.org/)**)**

**Education Specialist (Full-time, Remote)**

**About HCCI**

The Home Centered Care Institute(HCCI) is a national non-profit dedicated to improving the quality of life for medically complex patients and their families. HCCI is passionately committed to its vision of transforming our nation’s healthcare system by creating universal access to best practice house call programs, to ensure that chronically ill, medically complex, and homebound patients have access to high-quality care in their homes. HCCI leads education and research initiatives aimed at expanding house call programs, growing a qualified workforce, and increasing awareness of home-based primary care (HBPC). Our mission drives us and can only be accomplished with a committed and creative team, successful partnerships, and a comprehensive plan for educating the workforce required to meet the needs of an aging population, conducting critical research, working for payment reform, and telling the compelling story of this unique model of care.

**About Education Specialist**

HCCI is looking for a customer service-focused Education Specialist, who is comfortable working across departments to coordinate critical and essential deliverables related to the planning, design, implementation, and evaluation of educational initiatives to train a multidisciplinary workforce to provide home-based primary care (HBPC). The Education Specialist will serve as the primary contact for both registered learners and faculty/presenters, authors/subject matter experts, preceptors, HCCI Practice Excellence Partners, and selected vendors. The ideal candidate must be professional, detail-oriented, have strong written and verbal communication skills, and be tech-savvy. They will manage the registration, implementation, and evaluation processes for HCCI learning activities and use technologies to produce reports and resolve customer issues. Additionally, the ideal candidate must be adaptable, a problem solver, and remain calm under pressure as they oversee meeting planning for all live, in-person education activities and manage the technical processes for registration and delivery via Zoom for all live, virtual webinars and workshops.

**PRIMARY RESPONSIBILITIES**

**Education Activity Planning and Execution**

· Respond promptly to phone and email inquiries about HCCI workshops, house call practicum experiences, and other live education activities, as well as online courses, and other web-based education activities.

· Manage the registration, implementation, and evaluation processes for all learning activities.

· Ensure that activity descriptions are accurate and up-to-date.

· Disseminate pre-and post-education activity communications to learners.

· Assist in the development, design, and review of education content, including slides, handouts, and other resources.

· Act as the HCCI contact for faculty/presenters, authors/subject matter experts, preceptors, HCCI Practice Excellence Partners, and selected vendors.

· Contribute to needs assessment activities to determine education and training priorities for HCCI’s learning audience.

· Construct evaluation questionnaires using the learning management system (LMS) or an online survey platform, and collect, analyze, and report data.

**CME/CE Credit**

· Manage the CME/CE credit approval processes for live and web-based education activities, including preparing applications and reporting.

· Ensure compliance of HCCI’s CME activities with the accreditation criteria of the Accreditation Council for Continuing Medical Education and with the American Medical Association’s requirements for *AMA PRA Category 1 Credit™.*

· Oversee the collection of disclosures from faculty/presenters, authors/subject matter experts, preceptors, and others in control of CME content.

· Provide final roster of learners and other required documentation to accredited CME provider.

· Create accurate CME certificates.

**Meeting Planning and Administrative Services**

· Serve as HCCI’s meeting planner by working directly with hotels, catering and A/V contractors, and other meeting-related vendors to address logistical needs.

· Adhere to activity budgets when ordering/negotiating food and beverage, audio-visual, and other services for live, in-person events.

· Provide administrative support, including coordinating travel arrangements, payment/processing of invoices, expense reports, and stipends for faculty/subject matter experts.

· Coordinate printing and delivery of education materials and supplies to live training sites.

**Data Analytics and Technology**

· Act as administrator for the LMS.

· Maintain real-time registration/purchase reports and learner profile data for all live and web-based education activities, online courses, HCCIntelligence™ webinars and resources.

· Lead the utilization of Zoom in the delivery live, virtual webinars and workshops.

· Utilize the LMS and/or Survey Monkey to compile, analyze, and report activity evaluation data.

· Provide reporting of Key Performance Indicators (KPIs), enrollment reports, learner data, and activity revenue and expenses.

· Utilize technology – including the LMS and customer relationship management (CRM) software – to pull accurate reports, inform business decisions, and resolve customer issues.

**REQUIREMENTS AND QUALIFICATIONS**

· Bachelor’s degree

· Minimum two (2) years experience in continuing professional education, preferably in healthcare

· Meeting planning experience

· Prior experience in administering/using a learning management system (LMS) or similar

· Advanced skills in Microsoft Office Excel and PowerPoint. Proficiency with Word and Outlook.

· Occasional travel may be required (< 10%) [post-COVID]

· Proficiency and/or some experience in Survey Monkey, Zoom Meetings/Webinars, Adobe Pro, Photoshop, and CRM software

· Familiarity with the Accreditation Council for Continuing Medical Education (ACCME) accreditation criteria and requirements for *AMA PRA Category 1 Credits™*

· Able to express written ideas and communications in a clear, accurate, and professional manner

· Attention to detail, well-developed analytical skills, with a commitment to producing accurate work products and reports

· Professional and positive demeanor, customer-focused, with polished interpersonal communication skills

· Skilled in business acumen, resource management, and oriented toward problem-solving

· Self-directed with a compelling work ethic and desire to learn, grow, and take on additional responsibility

· Effectively establish and maintain working relationships with peers and constituents at all levels of the organization

HCCI  provides a competitive salary commensurate with experience as well as generous benefits offerings, including healthcare and dental coverage options for all full-time employees, a retirement plan, flexible paid time off and sick leave policies, and paid holidays.

HCCI is based in Illinois and is a remote workforce. However, the position requires flexibility to travel to in-person education activities, as needed.

If you’re looking for an opportunity to improve medical outcomes for vulnerable individuals and to work with passionate and mission-driven colleagues, apply today.

HCCI is committed to diversity in the workplace and is an equal-opportunity employer.

Job Type: Full-time

Benefits:

* Dental insurance
* Health insurance
* Paid time off
* Retirement plan

Schedule and Work Location:

* 8 hour shift
* Monday to Friday
* Remote