



PROGRAM COORDINATOR

Position Overview:

The Program Coordinator provides the operational backbone for MNPQC's quality improvement programs aligned with AIM bundles and other perinatal priorities. This role ensures programs run seamlessly from recruitment through sustainability by coordinating planning activities, managing logistics, tracking deliverables, and overseeing survey development and program evaluation. The Program Coordinator also plays a key role in fostering a positive experience for hospital teams and faculty, ensuring they feel supported and engaged through every stage.

BENEFITS/DETAILS:

- Full-time, remote work position supporting the goals of the Minnesota Perinatal
- Quality Collaborative; must reside in Minnesota
- Some in-state travel (mileage and expenses reimbursement)
- Supervised by the President/CEO
- Wireless connectivity allowance available, separate from compensation (including cell phone)
- Computer and software tools provided
- Flexible schedule with PTO
- Health, Dental, and Vision insurance available
- Short Term Disability
- 401(k) Qualified Retirement Plan available
- \$55,000-\$60,000 starting annual pay range at 1 FTE (other FTE options can be discussed)
- Performance and benchmark compensation increases are available annually

KEY RESPONSIBILITIES:

General Quality Improvement (QI) Responsibilities (10%)

- Develop and maintain annual program schedules and multi-year initiative timelines with support from the President/CEO.
- Coordinate the lifecycle of PQC programs (e.g., obstetric hemorrhage COL, ESC COL, hypertension sprints) from hospital recruitment through wrap-up.
- Maintain program Basecamp spaces, including agendas, recordings, resources, and action items, as well as hospital, clinic, and birthing facility contact lists.
- Serve as the primary contact for general QI program requests & inquiries.

Program Planning & Development (35%)

- Conduct initial research on the assigned topic.
- Draft, maintain, and update program-specific charters, planning documents, and implementation materials.
- Draft session topics and objectives, including the recruitment or coordination of speakers and didactic presenters.
- Build, launch, manage, and track responses to program-related surveys.

- Create, manage, and track program recruitment/onboarding.
- Work collaboratively with the Administrative Coordinator to develop registration, attendee documentation, meeting invitations, and/or the ECHO platform for each program.
- Coordinate closely with the Communication/Outreach Team for program marketing and registration distribution.

Program Implementation & Facilitation (15%)

- Draft and maintain participant-facing materials: agendas, session slides, reference packets, session snapshots, and additional resources.
- Moderate and facilitate program sessions to ensure engagement, clarity, and productive discussion.
- Compile attendance/participation records for all quality improvement programs.

Program Participant Management (5%)

- Maintain consistent communication with hospital leads, keeping them informed on session schedules, data expectations, and resource availability.
- Support the Clinical Quality Coordinator by sharing insights and suggestions on participant data submissions, PDSA cycles, and status reports.
- Host orientation calls with participating facilities to introduce QI staff and systems, provide a program overview, and explain program expectations.

Program Faculty Management (10%)

- Recruit and onboard program faculty based on the program topic.
- Plan, host, and facilitate regular meetings with program faculty to ensure content accuracy throughout the program.
- Partner with faculty/content experts to develop program goals, objectives, driver/charter diagrams, and program evaluation.

Program Evaluation & Final Reports (15%)

- Perform data cleaning, validation, and analysis from each facility with support from the Quality Improvement Advisor.
- Lead the completion, compilation, and dissemination of final program reports and individual team data summaries with support from the Communications/Outreach Team regarding design and public dissemination.
- Collect and synthesize participant feedback related to program flow, content, and faculty performance through post-surveys and one-on-one check-ins.
- Serve as liaison to MDH, MHA, & DHS for state data requests & reporting needs.

Grant Reporting (5%)

- Ensure overall program processes align with funder, state, and grant requirements.
- Support the President/CEO and the Grants Team with grant applications, reporting, documentation, and compliance needs.

External Engagement Responsibilities (5%)

- Maintain accurate, up-to-date yearly site visit schedules.
- Coordinate, attend, and send follow-up messages for each hospital site visit.
- Serve as an MNPQC representative at state and national conferences, professional meetings, and external events/webinars, and present as needed.
- Support event logistics for other MNPQC events, such as the annual summit.
- Actively participate in training provided to build and maintain QI expertise.

DESIRED EXPERIENCE & SKILLS:

- Bachelor's degree in public health, health administration, or a related field; or equivalent professional experience.
- 2+ years of experience in program coordination, nonprofit, or healthcare preferred.
- Familiarity with QI concepts such as Plan-Do-Study-Act (PDSA) cycles, data tracking, or program evaluation is a plus; experience supporting QI projects in a healthcare or public health setting is preferred.
- Strong organizational skills and ability to manage multiple projects.
- Proficient in Zoom, Google Workspace, and other project management tools.
- Detail-oriented, responsive, and collaborative with both internal and external partners.

The Ideal Candidate: You thrive on organization and take pride in making programs run smoothly from behind the scenes. You're comfortable balancing multiple timelines- ensuring hospital teams feel supported, faculty have what they need, and funders get accurate updates. You care about maternal and child health and see the value in details that help others succeed. You're motivated by knowing your coordination helps create real improvements in perinatal outcomes across Minnesota.

TO APPLY:

We know a resume doesn't tell the whole story. While we care about the qualifications you bring to the table, we also care about who you are and what motivates you. Include in your application an introductory letter addressing the following questions (no more than two pages):

- Why does working to advance maternal and child health matter to you?
- This role involves a lot of behind-the-scenes coordination. What keeps you motivated when the impact of your work isn't always visible?
- How do you approach working respectfully across different perspectives and building trust with people whose experiences differ from your own?
- What helps you do your best work, and how do you contribute to a healthy, collaborative team environment?

Please email your resume and written responses to the questions above to Susan Thompson, President/CEO, susan@minnesotaperinatal.org

About MNPQC

The Minnesota Perinatal Quality Collaborative (MNPQC) is a network of organizations, medical providers, content experts, and community voices. We aim to improve perinatal and infant health outcomes, with a focus on improving perinatal health for all mothers/families.

The MNPQC aims to provide the best, safest care for mothers and infants statewide with advanced, sustained, data-driven practices that improve quality care and reduce health differences.

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