

Education & Support Manager Position Description



Preeclampsia Foundation

Established in 2000, we are the only national 501(c)(3) not-for-profit patient advocacy organization serving the 5-8% of pregnant women - 300,000 women each year in the U.S. - who are affected by hypertensive disorders of pregnancy such as preeclampsia (formerly known as toxemia), eclampsia and HELLP syndrome. We are advised by a medical board comprising the top medical and scientific experts in preeclampsia and related fields, additionally collaborating with other non-profit organizations, governmental agencies, academic institutions, and corporations to achieve our mission.

Our Purpose

To improve the outcomes of hypertensive disorders of pregnancy by educating, supporting, and engaging the community, improving healthcare practices, and finding a cure.

We envision a world where preeclampsia no longer threatens the lives of mothers and babies.

Position Description

Reporting to the Director of Communications and Engagement, the Education and Support Manager will be responsible for creating, guiding, and implementing strategies for preeclampsia patient education, community support, volunteer service, and the engagement of the affected community. As a manager-level position in the organization, qualified candidate should have a history of project management. The Education and Support Manager will take technical research and medical content and help transform it into easy-to-understand messaging for the website, social media, and in-person engagement. They will also support the Foundation's work to educate healthcare providers.

Position Responsibilities

1. **Patient Education** – The Foundation has an important message of patient education and empowerment to those who are or have been affected by preeclampsia. This position will work to:
 - a. Develop and oversee distribution of patient-centric education materials, website content, trainings, webinars, and workshops in partnership with the communications team to further solidify the Foundation as the leading resource on hypertensive disorders of pregnancy.
 - b. Respond to and coordinate educational speaking engagements requested by external partners.
 - c. Manage all patient education and community engagement inventory, new product development, and marketplace vendor, including suggestions on marketing strategies.
 - d. Coordinate materials for and occasionally represent the Foundation at healthcare provider and community education events.

- e. Work with Communications team to help plan, implement, and analyze social media strategy for patient education and support programs.
2. **Patient Support** – The Foundation values
 - a. Serve as primary education and support resource for patients and their families
 - b. Respond to incoming patient support and education phone calls, social media messages, and requests for information in a timely manner, with appropriate, accurate, and supportive content.
 - c. Direct patients to follow-up care support through our Expert Directory.
 - d. Manage the Patient Advisory Council as staff liaison.
 - e. Ensure outreach efforts to diverse and underrepresented populations.
3. **Reporting** – this position will submit monthly progress reports to the Director of Communications and quarterly progress reports to the Chief Executive Officer to show movement toward the educational and engagement goals of the Foundation. They will maintain accurate database of patient education materials (including distribution numbers), patient support inquiries, and patient story submission.
4. Additional projects may be assigned in consultation with management, commensurate with the patient education and support goals of the organization.

Organizational Qualities

- Service leader mindset
- Collaborative relationships
- Learning mindset
- Empathetic communication with our community

Qualifications

- Bachelor's in health communications, education, social work, human services, or professional experience doing patient education
- Knowledge translation, a must
- Excellent writing, editing, and verbal communication skills, a must
- 5-7 years' professional experience in non-profit or community relationship work
- Experience working with vulnerable populations, a plus
- Meticulous attention to detail
- Experience with small, non-profit organizations, a plus.
- Familiarity with scientific, health or disease-specific communications, a plus.
- Bilingual in English and Spanish, a plus.

Gallup Strengths Finder Top Skills:

Will need Strengths in relationship building and executing, including, but not limited to:

Communication Consistency Deliberative Empathy Focus Includer Responsibility Relator

Working Geniuses:

Need to have geniuses or competencies in Discernment (D), Enablement (E), and Tenacity (T)

Frustration cannot be D.

Location: Melbourne, FL, though we may entertain remote options for the right candidate.

Travel: Occasional travel may be required, 3-4 times per year. Pre-approved travel costs will be covered by the Foundation.

Salary and Benefits:

Full-time employee position at a non-profit patient advocacy organization; Compensation commensurate with candidate's experience. Range: \$50,000 to 55,000.

- Employee Assistance Program (counseling, coaching, professional development)
- Discount program (available for employees and contractors, full-time or part-time)
- Paid time off, including vacation days
- Life Insurance
- 401(k) option
- Paid time off
- Medical, employer pays half of employee's premium
- Dental, and Vision Insurance

To apply for this position:

- Please email detailed resume with cover letter to HR@preeclampsia.org with the position name in the subject line.

The Preeclampsia Foundation is an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.