

Our client, American Parkinson Disease Association is currently seeking a **Director of Programs and Services** to join their growing organization. The position is a **hybrid-based** position but **must live in either Southern California or New York City/Tri-State area**, to travel to events and meetings. The ideal candidate must be **bilingual (English/Spanish)** and bicultural and has knowledge of healthcare and social services and understands barriers of access to care for under resourced communities.

AMERICAN PARKINSON DISEASE ASSOCIATION:

Every day, the American Parkinson Disease Association (APDA) provides the support, education, and research that will help everyone impacted by Parkinson's disease live life to the fullest. APDA is the largest grassroots network dedicated to fighting Parkinson's disease and works tirelessly to help the approximately one million people with Parkinson's disease in the United States live life to the fullest in the face of this chronic, neurological disorder. Parkinson's Disease Facts in the United States:

- Every 9 minutes there is a new diagnosis
- 164 people diagnosed on average per day
- There are 60,000 diagnosis of PD every year

Founded in 1961, American Parkinson Disease Association has raised and invested more than \$226million to provide outstanding patient services and educational programs, elevate public awareness about the disease, and support research designed to unlock the mysteries of Parkinson's disease and ultimately put an end to this disease. To join us in the fight against Parkinson's disease and to learn more about the support American Parkinson Disease Association provides nationally through our network of Chapters and Information & Referral Centers, as well as our national Research Program and Centers for Advanced Research, please visit us at www.apdaparkinson.org.

The organization's 2022-2024 Strategic Plan outlines ambitious targets, including:

1. Expand constituent-centric, evidence-based, and impactful programs, services, and research that improves quality of life throughout the disease continuum.
2. Cultivate partnerships and collaborations to expand and elevate mission delivery to meet Parkinson community needs.
3. Expand reach to under-served, under-studied and under-represented communities to promote health equality and access to care and provide education and support.

THE ROLE:

The Director of Programs and Services oversees the operational development, implementation and evaluation of programs and services in the Chapters and Information & Referral Centers of APDA. Provides training and support to the Information & Referral coordinators, chapter staff, and volunteers in mission/programs and services and related chapter activities.

Manages the APDA 800# helpline Spanish calls to support patients' search for information and screen calls to provide accurate information, education, support, and referrals. The ideal candidate is bilingual and bicultural and has knowledge of healthcare and social services and understands barriers of access to care for under resourced communities. Willing to ultimately help meet the objectives of American Parkinson Disease Association's mission: *"Every day, we provide the support, education, and research that will help everyone impacted by Parkinson's disease live life to the fullest."*

Program

- Provide strategy, leadership, and direction in the development of APDA signature programs related to education, support, health, and wellness in multiple languages.
- Develops policies and procedures for the operation of program services in the field.
- Respond to Parkinson's disease inquiries from Spanish callers via the APDA helpline.
- Identify resources for areas without APDA visibility to refer callers and connect them with local support.
- Creates and oversees the implementation of needs assessment, planning, evaluation, and policy development of all program services.
- Contribute to the development and oversight of the programs department's annual operations plan.

Support

- Serve as technical and expert support to the Chapters and Information & Referral Centers field staff regarding outreach, program development and implementation/evaluation.
- Oversight of Information and Referral Centers process/relationship in collaboration with the Programs and Research Manager.
- Develops yearly metrics for the Chapter and Information & Referral Center evaluation tool.

- Consults with VP of Programs and Services, and SVP of Chapter Development and Field Operations on all issues relating to program services in the Chapters.
- Serves as a member of APDA's staff management team for the purpose of providing input and guidance in chapter development for program services.
- Provide expertise in developing and executing focus groups, Spanish language programming and outreach to diverse communities.
- Identify new or improved modes of delivering APDA programs and services that will increase impact and build brand awareness, with emphasis on diverse communities.

Training/Communications

- Develops training materials and implements training sessions for staff and volunteers at conferences and other appropriate venues.
- Develop and execute an onboarding training program for programs and services new hires in Chapters and Information & Referral Centers.
- Provide educational presentations at symposia, conferences, retreats, webcasts, and workshops for APDA and in partnership with other organizations.
- Develops and expands the Spanish web content in consultation with VP of Programs and Services and the VP Development, Marketing & Communications.
- Oversee the creation, translation and updating of printed materials and Spanish language programs.
- Implements the local medical community communication plans for outreach to diverse populations.
- Maintain relationships and communications with external stakeholders that include the media, funders, advocacy groups, member organizations and other community groups.

YOUR EXPERTISE:

- Bachelor's Degree required, Master's Degree ideal, preferably in the field of social service, nursing, public administration, or community health services.
- Candidates must be bilingual in Spanish.
- 5+ years healthcare, health education, social service, or related field, designing and delivering community-based patient and caregiver programs and services.
- Experience managing or supervising field employees.
- Excellent verbal and written communication skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Demonstrated success developing and evaluating program models and selecting and successfully operationalizing innovative programs.
- Personal qualities of integrity, credibility, and a commitment to and passion for American Parkinson Disease Association mission.
- Travel requirements: Up to 25% travel, nationally and locally, and irregular hours including evening or weekend meetings, or events as needed.

Base Salary Range: \$110,000 -125,000

**** American Parkinson Disease Association also provides an attractive benefits package that includes medical, dental and vision insurance, retirement plan, and generous paid time off in addition to standard holidays.*

Successful candidates are required to be fully vaccinated for Covid-19, absent medical or religious accommodations.

Have we described a role that you have been seeking, along with a set of skills you possess? If so, we'd like to hear from you!

Please forward your resume to kmartone@operationsinc.com

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