



POSITION: Membership Engagement Coordinator

The Society of Hospital Medicine (SHM) is a national non-profit organization, representing over 17,000 hospitalists and the patients they serve. Hospital medicine is the fastest growing medical specialty in modern healthcare, focused on the delivery of comprehensive medical care to hospitalized patients. SHM is dedicated to promoting the highest quality care for all hospitalized patients and overall excellence in the practice of hospital medicine through quality improvement initiatives, diverse education offerings, advocacy and research.

SHM's home office is located in Philadelphia's vibrant Spring Garden neighborhood, just north of Center City, near both parking and public transportation. SHM's culture embraces collaboration, innovation and a strong entrepreneurial spirit. Successful employees are comfortable with rapid change within healthcare, proactively solve problems, enjoy a fast-paced approach and thrive on interacting with diverse teams.

SHM's employees drive strategic growth, program management and customer service across the organization by creating and sustaining innovative, member-centric programs across its key program areas. These including SHM's live and digital educational offerings, practice management initiatives, advocacy efforts and more. In addition, SHM's unique Center for Quality Improvement drives improved patient care by spreading evidence-based quality improvement interventions and developing leadership skills and knowledge through key partnerships with national organizations, foundations and industry.

For more information about SHM and hospital medicine, visit www.hospitalmedicine.org.

JOB SUMMARY

The Membership Engagement Coordinator is responsible for the following:

- Supporting SHM's Special Interest Group (SIG) program. This program provides live and virtual networking and collaboration opportunities to niche communities and facilitates dialogue among key SHM constituencies to inform overall strategy.
- Supporting SHM's Committees, which play an essential role in SHM's operations and major initiatives. Committee tasks can span from building resources for the specialty, to ensuring that SHM remains at the forefront of hospital medicine. As a Membership Engagement Coordinator, you will work with hospital medicine professionals on a national and international stage to support their goals.
- Medical Student and Resident Engagement; managing programs designed to maximize recruitment and retention in these primary membership audiences.

Further, the Membership Engagement Coordinator is responsible for supporting SHM's Membership Department to reach department-wide goals.

Special Interest Group Program:

- Serve as Staff Liaison to multiple SIG constituency groups; facilitate relevant discussions on SHM's online networking community, Hospital Medicine Exchange (HMX).
- Manage SIG volunteer leader councils; support the achievement of approved SIG objectives.
- Assist the Membership Engagement Manager in online community reporting and evaluation.
- Assist the Membership Engagement Manager in supporting all SIG Staff Liaisons; troubleshooting the community platform technology, sharing best practices, establishing and documenting policy, etc.



Committees:

- Serve as Staff Liaison to multiple SHM Committees; facilitate phone calls, take minutes, act as keeper of records, and maintain committee communities on SHM's online networking community, Hospital Medicine Exchange (HMX).
- Support Committee Chairpersons and Volunteer Leaders to achieve their approved objectives.
- Assist the Membership Engagement Manager in committee reporting and evaluation.
- Assist the Membership Engagement Manager in supporting all staff liaisons to SHM Committees; troubleshooting the community platform technology, sharing best practices, establishing and documenting policy etc.

Medical Student and Resident Engagement:

- Serve as Staff Liaison to SHM's Physicians in Training Committee; facilitate conference calls and live meetings, identify and facilitate the completion of action items, prepare meeting minutes, prepare quarterly reports to the SHM Board of Directors.
- Manage two Medical Student Scholar Grant programs and Resident Travel Grant program:
- Online application administration and customer service.
- Candidate application management and evaluation.
- Grant funding administration and disbursement.
- Management of awardee compliance and reporting.
- Annual program evaluations.
- Manage on-site engagement events at SHM's Annual Conference.
- Along with SHM's Marketing and Communications department, develop strategies and tactics for membership recruitment, engagement and participation in the grant programs described above.

General

- Assist with membership-related projects as requested.
- Represent SHM at external meetings as appropriate.

QUALIFICATIONS

- Bachelor's degree in communications, marketing, business administration or related field.
- 1+ years' experience in volunteer/association management or related professional setting (experience working with membership society and engaging with volunteer leaders and a plus).
- Experience using association management software systems (Personify360 a plus).
- Experience working with community engagement software platforms (SmallWorld Labs a plus).
- Proficiency with Microsoft office programs required.
- Organized and detail-oriented with the ability to create project plans and work a project from start to finish.
- Strong oral, written and interpersonal skills.
- Ability to travel 10% of the time.



SHM is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, ethnicity, religion, sexual orientation, national origin, age, physical or mental disability, or veteran status. SHM offers full-time employees a very competitive benefits package.

Job Type: Full-time

Experience:

- Microsoft Office: 2 years (Required)
- Leadership: 1 year (Preferred)

Education:

- Bachelor's (Preferred)

Location:

- Philadelphia, PA (Preferred)

Work authorization:

- United States (Preferred)

Benefits offered:

- Paid time off
- Dental insurance
- Health insurance
- Healthcare spending or reimbursement accounts such as HSAs or FSAs
- Other types of insurance
- Retirement benefits or accounts
- Workplace perks such as food/coffee and flexible work schedules