



MEMBERSHIP ENGAGEMENT PROJECT MANAGER

Reports to: Vice President, Membership

Department: Membership

E/NE Status: Exempt

PT/FT Status: FT

SOCIETY OF HOSPITAL MEDICINE SUMMARY

Hospital medicine is a medical specialty dedicated to the delivery of comprehensive medical care to hospitalized patients. Practitioners of hospital medicine include physicians (“hospitalists”) nurse practitioners, physician assistants and other providers who engage in clinical care, teaching, research, or leadership in the field of general hospital medicine. In addition to their core expertise managing the clinical problems of acutely ill, hospitalized patients, hospital medicine practitioners work to enhance the performance of hospitals and healthcare systems.

The Society of Hospital Medicine (SHM) is a professional medical society representing more than 16,000 hospital medicine professionals in the United States and around the world.

SHM offers educational resources, clinical and practice-related publications, networking communities and professional development resources to help hospital medicine professionals thrive and deliver exceptional care to patients.

JOB SUMMARY

The Membership Engagement Project Manager is responsible for the management of the following:

1. SHM’s Fellow in Hospital Medicine Designation Program designed to recognize excellence in the field.
2. Medical Student and Resident Engagement; managing programs designed to maximize recruitment and retention in these primary membership audiences.

Further, the Membership Engagement Project Manager is responsible for 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.

DUTIES & ESSENTIAL JOB FUNCTIONS

Fellow in Hospital Medicine Program:



- Manage the annual online application process for candidates pursuing the Fellow in Hospital Medicine (FHM) and Senior Fellow in Hospital Medicine (SFHM) designations; including application maintenance and troubleshooting.
- Provide high-touch customer service to all candidates.
- Facilitate the annual assessment of candidates along with SHM's Membership Committee.
- Manage the notification process for all accepted and rejected candidates.
- Manage on-site recognition of designation holders at SHM's Annual Conference.
- Along with SHM's Marketing and Communications department, develop strategies and tactics for the promotion of the program.
- Determine annual revenue metrics for application fees and drive program promotion to achieve metrics.

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.

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 Vice President of Membership in online community reporting and evaluation.
- Assist the Vice President of Membership in supporting all SIG Staff Liaisons; troubleshooting the community platform technology, sharing best practices, establishing and documenting policy etc.

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.
- 3+ years' experience in volunteer/association management or related setting.
- Experience working in a professional membership society a plus.
- Experience working with association management software systems (preferably Personify360) a plus.
- Experience working with community engagement software platforms (preferably 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.