



Position Title: Manager, Patient Engagement
Position Type: Full Time
Reports to: Director, Program Operations
Location: Remote

Do you want to work for the most effective nonprofit in patient advocacy and join a truly dynamic team impacting the healthcare landscape? What about a chance to make a difference in the lives of over 100 million patients who live with liver disease globally? We are hiring a Patient Engagement Manager to help with research and program elements. If you have an entrepreneurial spirit and a deep commitment to advancing creative and thoughtful solutions to improve the lives of those affected by liver disease, we want to hear from you.

The Global Liver Institute (GLI) is a 501(c)(3) nonprofit organization headquartered in Washington, D.C. Our mission is to improve the lives of individuals and families impacted by liver disease by promoting innovation, encouraging collaboration, and scaling optimal approaches to help eradicate liver diseases. GLI has grown from a social impact start-up to an international nonprofit with an expanding list of programs and initiatives serving patients and the liver health community. We strive to attract and retain diverse talent because we know a truly inclusive and equitable workforce will help us one day realize our vision: for liver health awareness to be universal and for liver disease to take its proper place on the global public health agenda consistent with its prevalence and impact.

Position Summary:

The Manager, Patient Engagement will assist in leading and developing GLI's Advanced Advocacy Academy (A3) program, the Patient Ambassador program, patient and caregiver materials, and external communications with patients and caregivers. As a patient engagement manager, the ideal candidate will also serve as a community liaison between GLI and the patient community and leverage understanding and relationships with the patient community and internal organization objectives to develop a strategy for advocating and engaging the communities that GLI serves, supporting organizational goals, and developing GLI's reputation as a high impact advocacy organization. This position reports to the Director, Program Operations.

Essential Functions & Responsibilities:

- Drive the development and implementation of the patient engagement strategy for GLI



- Lead proactive external engagement with patient advocates, key patient advocacy groups and other stakeholders
- Assist in developing the Advanced Advocacy Academy (A3) program, which may include virtual, hybrid, or live events
- Develop educational content and activities for a range of advocacy topics including policy and legislation, digital health, clinical research and development, and more
- Work with grassroots organizations and other referral partners to assist in matching participants with engagement and advocacy opportunities
- Identify new partners and opportunities for collaboration in the patient engagement space and for the growth of GLI's patient advocacy community
- Assess evolving patient advocacy landscape and ensure the patient voice is incorporated into all GLI programs
- Assist in the recruitment, increased participation and continued engagement of new A3 attendees, alumni and guest speakers
- Represent the patient engagement & advocacy function on key internal teams, educate other functions on the patient engagement & advocacy landscape
- Support patient advocacy initiatives in GLI's NASH, Liver Cancers, Pediatric and Rare Liver Diseases, Policy, Communications programs, and others as assigned
- Ensure agreements, contracts, and all administrative elements are current and up to date
- Complete department assignments as outlined by Director of Program Operations

Qualifications:

- At least two (2) years of advocacy, community or patient engagement experience within nonprofit, healthcare, government or NGO.
- At least two (2) years of experience in managing programs related to public health, advocacy, community engagement, or similar.
- Strong project manager who pays close attention to details and finds satisfaction from a carefully thought out program, while creating processes that increase productivity.
- Experience in managing ambassador programs including:
 - Recruitment approaches and execution
 - Patient relationship building and navigation
- Ability to successfully develop and maintain strong working relationships between both cross-functional internal colleagues and external stakeholders
- Demonstrated creativity and innovation in strategy and execution; flexibility to find the right balance in working strategically and operationally.

Knowledge & Skills:

- Must possess a high degree of organizational skill and time management.
- Exceptional verbal and written communication skills are critical to success.
- Strong computer skills with proficiency in MS Office/365 Suite and Google Workspace.



- Strong analytical and problem-solving skills.
- Outstanding interpersonal skills and ability to work collaboratively within a team on a wide array of projects and the ability to effectively communicate and collaborate with individuals from cultural and diverse backgrounds.
- Ability to perform with a high degree of independent action and to prioritize a high volume of work to achieve a high level of productivity and accuracy.

Benefits Information:

- Medical/dental/vision insurance
- Employee assistance program
- Most federal holidays and generally closed the last two weeks of December, as additional paid vacation time for GLI staff.
- Liberal leave and sick-time arrangements dependent upon advanced planning, employee discretion and approval of the employee's supervisor.
- Annual Salary Range: \$55,000 - \$65,000

How to apply:

Please send the following document(s) to hire@globaliver.org with “**Patient Engagement Manager**” in the subject line.

1. A letter of interest describing relevant job experiences as they relate to listed job qualifications and interest in the position
2. Curriculum vitae / Resume
3. Three to five professional references including name, phone number (mobile number if appropriate), and email address

Due to the high volume of applications we receive, we are only able to respond directly to candidates with whom we wish to move forward in the interview process.

Equal Opportunity Employment: *Global Liver Institute is an equal opportunity employer and affirms the right of every qualified applicant to receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, national origin, sexual orientation, genetic information, disability, age, ancestry, military service, protected veteran status, or other groups as protected by law.*