## NATIONAL PATIENT ADVOCATE FOUNDATION

### MANAGER OF PATIENT ADVOCACY AND ENGAGEMENT

### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position: Manger, Patient Advocacy and Engagement</th>
<th>Overtime Status: Exempt</th>
<th>Department: NPAF</th>
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<td>Reports To: EVP for Patient Advocacy</td>
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**SCOPE:** The Manager, Patient Advocacy and Engagement will be responsible for managing NPAF/PAF’s (Patient Advocate Foundation) patient advocacy and engagement program. Under the direction of the EVP for Patient Advocacy, this role will ensure that all patient advocacy programs are: integrated across the organization; aligned with NPAF and PAF’s mission and priorities; reflect the real-world experience of the patients PAF serves and advance the organization’s person-centered care agenda. The Manager will build upon the foundation of NPAF’s current patient advocacy training and assist in the development and implementation of a blended training curriculum that includes webinars, readings and in-person advocacy training. This role will manage the development of a model self-advocacy program in tandem with PAF’s case management and research team. The Manager will assist in the planning and development of events, including NPAF’s Policy Consortium, Patient Congress and workshops with external partners.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### Patient Advocacy Training and Engagement

- Under direction of EVP for Patient Advocacy, build upon the developing patient advocate training program with a curriculum in which includes both advocacy principles and practices training and issues training. Ensure the program’s ongoing alignment with NPAF/PAF’s core priorities.
- Work with NPAF Advocacy and Policy teams and PAF’s mission delivery team to refresh and update content of program in both our web-based and in-person training.
- Regularly solicit and integrate feedback of NPAF’s patient advocates and external experts.
- Work with patient advocacy and policy teams to create an interactive, engaging and up-to-date Advocate and Volunteer section on NPAF’s website.

#### Self-Advocacy Program

- Under the direction of the EVP for Patient Advocacy and in collaboration PAF’s mission delivery team, including case managers, assist in the development and implementation of a model self-advocacy training program to give people skills to become effective self-advocates in co-creating their own value-based health care.
- Drawing from PAF’s experience in delivering direct case management services, assist in the creation of materials and curricula to assist advocates, case managers, navigators and advanced practitioners to teach patients communications and self-advocacy skills to help advance person-centered, value-based care.
- Ensure that programs and initiatives build upon and align with the quantitative and qualitative research conducted by PAF.
- Assist in the dissemination of the self-advocacy program to a wide range of stakeholders through both community-based and academic channels. Recruit and train NPAF advocates to bring program to their communities.
- Work with the patient advocacy team to maximize use of and expand the extensive patient education resources and experience of the case management team.

#### Meetings and Workshops

- Assist in the planning and development of events, including NPAF’s Policy Consortium and Patient Congress.
- Provide support to external patient advocacy and engagement initiatives – such as Skilled Communications Workshops and Cost of Care initiatives. Assist in managing events and partnerships with a wide-range of community-based organizations in diverse geographic locations across the country.
• Assist in development of an interactive website and online community—disseminating a broad range of information as well as a forum for exchanging ideas, information and best practices in co-creating health care.

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**
• Assist in preparation and submission of funding proposals as requested. Manage funded projects as assigned.
• Stay current with new developments and ideas in the field of patient advocacy and engagement and incorporate developments, ideas and strategies into the development and implementation of program.
• Cultivate and maintain relationships with patient advocates and advocacy organizations in all disease areas
• Participate in departmental meetings
• Attend NPAF and PAF sponsored events as requested
• Other duties as assigned

**ADDITIONAL SKILLS AND ABILITIES:**
• Ability to efficiently and effectively manage multiple tasks and associated priority levels
• Exhibit meticulous attention to detail while being committed to producing accurate and high-quality written deliverables
• Ability to work independently or as part of a team and retain flexibility while maintaining composure under pressure
• Strong interpersonal skills and ability to work well with individuals across all organizational levels
• Proven experience in maintaining project schedules, documentation, communications and meeting deadlines
• Ability to write reports and professional business correspondence inclusive of PowerPoint presentations
• Must have excellent oral and written communication skills
• Very knowledgeable regarding Microsoft Office products and Operating Systems

**EDUCATION AND/OR EXPERIENCE:**
• Bachelor’s Degree Required
• 3+ years of professional experience required
• Relevant experience in patient advocacy and engagement programs, including training

National Patient Advocate Foundation reserves the right to alter, change, or modify this job description at any time, with or without notice. The duties and responsibilities contained herein are considered representative, but not necessarily all inclusive, of the duties and responsibilities which may be required.