



NATIONAL QUALITY FORUM

Driving measurable health
improvements together

About Us

The National Quality Forum (NQF) is a not-for-profit, nonpartisan, membership-based organization that works to catalyze improvements in healthcare quality, outcomes, equity and affordability.

Formed in 1999 based on recommendations from the President's Commission on Consumer Protection and Quality in the Health Care Industry, NQF has long served as the nation's steward for health care quality measures – charged with determining which measures are scientifically and clinically sound for use in public and private sector programs. Today, roughly 420 NQF-endorsed measures are used in more than 20 federal programs providing coverage to more than 120 million Americans and by private sector payers nationwide to improve the quality and affordability of healthcare. Additionally, NQF convenes public and private sector stakeholders annually in processes that: (1) advise the U.S. Department of Health and Human Services about which measures to incorporate into its value-based payment programs; and (2) promote alignment among public and private sector payers in their use of measures for physician and hospital payment and to inform consumer choice of providers and health plans.

Informed by its 2020 strategic plan and at a moment when performance measurement has never been more important in U.S. healthcare, NQF is engaged in exciting and expansive growth in its work. Its emerging initiatives focus on advancing progress toward the next generation of performance measures required for value-based payment, supporting the transition to clinically rich measures sourced from electronic health records and patient-reported outcomes, health equity measurement and improvement, and elimination of avoidable healthcare harms. NQF is committed to continuing to advance the field of healthcare quality measurement and the use of measures to improve the outcomes, equity, safety and affordability of care for all Americans.

NQF has a passionate staff of roughly 100, and an annual operating budget of roughly \$30M.

Vice President, People and Culture position description

REPORTS TO: President & Chief Executive Officer (CEO)

LOCATION: Washington, D.C. (ideally)

The Vice President, People and Culture (VP) will be a true partner to the CEO and across the organization during a time of exciting organizational growth and expansion. The VP will design and oversee an aligned and adaptive talent strategy, including recruitment, staff and leadership development, retention and engagement. The VP will embrace and promote a culture that emphasizes diversity, equity and inclusion (DEI), furthering the work of NQF's DEI strategy and roadmap.

This is an outstanding opportunity for a seasoned, strategic and relationship-oriented leader with deep experience in talent management, employee engagement and culture development during times of organizational transformation. With a proven track record supporting inclusive growth and change, the VP will support NQF's innovative work serving public and private sector efforts to improve the quality, affordability and outcomes of U.S. healthcare.

POSITION DUTIES AND RESPONSIBILITIES

Organizational Leadership and Talent Strategy

- Serve as core member of the Executive Team, providing input and recommendations on all facets of NQF's organizational strategy and effectiveness
- With input from the CEO, Board and Executive Team, lead the full spectrum of talent management strategies and initiatives required to ensure NQF's ongoing success, effectiveness and growth
- Translate organizational strategy and needs into policies and programs in all talent-related areas, including recruitment, onboarding, talent development and management, succession planning, employee relations, compensation and benefits, compliance and workplace culture
- Mentor and manage a client-focused team of HR professionals, nurturing and modeling a culture of collaboration, innovation and excellence

Human Resources Operations

- Guide and manage equity-driven human resources systems, policies, benefits, and programs
- Build an inclusive talent pipeline, including providing oversight on the talent acquisition life cycle
- Maintain progressive compensation programs to provide motivation, incentives, and rewards
- Manage development and maintenance of a competitive employee benefits program. Provide oversight with vendors and brokers to provide benefits that support the mission of NQF and needs of employees, while maintaining affordability
- Work with the General Counsel to ensure compliance with federal, state and local employment laws and regulations, as well as risk management
- Continuously evaluate HR procedures and technology solutions to improve human resources data management and functions, as well as staff experience
- Advise the CEO and report on human capital metrics. Develop and manage annual budgets for the department

Culture, Engagement and Inclusion

- Partner with members of the Executive Team and Senior Leadership Team to continuously sustain and enhance organizational effectiveness, culture, learning and belonging
- Champion NQF's DEI Roadmap as the DEI Council's executive sponsor; align DEI goals to policies, practices, and programming; track progress against NQF's goals
- Ensure effective employee relations, including communication between management and employees and issue resolution
- Continue to grow and cultivate excellence in leadership and management, including through development and oversight of training, coaching and support for all supervisors
- Oversee performance management as well as investments in staff skill and career development; ensure highly effective capabilities for performance feedback and a culture of continuous learning and growth

QUALIFICATIONS

Professional Qualifications:

- A minimum of 15 years of progressive management and leadership experience, preferably in expertise-driven or professional services environments
- Proven track record as an executive owner of talent, culture and human resources, having developed effective talent management strategies and programs that are aligned to mission and goals in a dynamic, fast-changing business environment.

- Proficiency with Excel and general knowledge of HR and payroll systems and processes.

Leadership Characteristics:

- Passion for improving health care quality, outcomes and affordability
- Entrepreneurial spirit with a high level of energy, dedication and adaptability
- Embracing radical candor – caring personally and challenging directly with direct reports, peers and all team members
- Authentic, warm, empathetic communicator, listener and coach
- Impeccable attention to detail and to executing with excellence
- Highly effective people manager who fosters a culture of accountability, prudent risk-taking, innovative problem solving, and process improvement
- Strong business acumen and a bias for action
- Compelling executive presence
- Clear, engaging and effective communicator
- Holding and modeling the highest level of ethical business practices

Education/Certification: Bachelor’s degree in related field and a senior certification with SHRM or HRCI

Compensation and Benefits: Competitive salary commensurate with experience; a final offer will be based on the candidate’s years of experience and expertise relative to this role. In addition, NQF offers a performance bonus opportunity of up to 15% of base compensation as well as generous benefits, to include a 401K and executive 457b retirement.

Please share nominations or submit a resume and cover letter to our search partner, Viewcrest Advisors: nqf@viewcrestadvisors.com

NQF is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

NQF’s statement of belief: National Quality Forum (NQF) is committed to diversity, equity and inclusion - not just in word, but as a core component of our mission, values, and way of working. In support of our mission-critical goals of advancing health equity and promoting diversity, equity and inclusion across NQF and in healthcare, we will employ a “DEI” lens that will scrutinize our existing programs, practices and policies, and actively incorporate differing perspectives, which will compel us to approach our work differently. By demonstrating this commitment in every aspect of NQF’s being, we will become a better employer, stronger partner, more thorough consensus builder, and more impactful advocate for high value care and optimal health outcomes for every person.

Viewcrest Advisors is committed to social justice and access to opportunity; the team actively cultivates relationships with leaders who have varied life experiences as well as the skills needed to lead strong, innovative organizations. Viewcrest Advisors is also committed to your privacy and to protecting your personal data. To view the privacy policy, please visit: www.viewcrestadvisors.com.