



Medical Education Resources Initiative for Teens, Inc.

Baltimore, Maryland
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Associate Director of Program Operations

Organization Overview

MERIT Health Leadership Academy is a non-profit organization working to ensure that tomorrow's health workforce will mirror the diversity of the communities it serves. MERIT's mission is to educate and empower students from underrepresented backgrounds to become health professionals and change agents who advance equity. In pursuit of this mission, MERIT provides cohorts of scholars Saturday classes throughout the school year, summer internships in hospitals, research laboratories and community health settings, individualized college admissions guidance, and longitudinal mentorship, through high school, college, and beyond. Throughout high school, MERIT Scholars become a family, united by their desire to create equity in health care and more. This year the program will serve almost 300 high school students and alumni. The program has grown rapidly over the past several years because it produces results. Over the past seven years 99% of MERIT Scholars have been accepted to 4-year universities, many with large scholarships. For more information, please visit our website at www.meritbaltimore.org.

Job Summary

The Associate Director of Program Operations (ADPO) position will serve a critical function on MERIT's team. The AD of Program Operations will strengthen the organization's ability to achieve our mission by developing the organizations back-end curriculum, systems, and infrastructure. This role will report directly to the Executive Director, with work spanning across the two program teams (High School Success and College Success) and the Development and Operations team. The role is complex and ranges several key areas of responsibility, so it's critical that the person be highly organized, goal-oriented, and a proactive communicator.

Roles and Responsibilities

Curriculum and Program Planning

- **Curriculum Development and Program Design:** Create and refine curriculum and program design for a select number of Saturday class, summer internship, and scholar support structures.
- **Program Resource Development:** Create resources that the front-line program staff can use to implement courses, trainings, and individual support for scholars and alumni.
- **Curriculum Systems Development:** Develop or refine systems for tracking progress along course, internship, and project goals.

Evaluation, Research, and Dissemination

- **Evaluation:** Conduct programmatic evaluation work to drive internal programmatic improvements and to support MERIT's development and external communications.
- **Best Practices and Literature Review:** Conduct research and synthesize information related to best/promising practices, key challenges for MERIT's target population, and more to drive internal programmatic improvements and to support MERIT's development and external communications.

Technology and Data Infrastructure, Systems, and Processes

- **Technology:** Drive organization use and implementation of technology across the full-time staff, contractual educators, and scholars.

- **Database Development:** Work with the ED to refine MERIT's current database system (Airtable) and work towards a plan to transition to an enterprise level database.
- **Systems and Processes:** Analyze MERIT's current programmatic and operational processes and systems to identify and lead process improvements.

Operations Management

- **Program Material Management:** Establish protocols for MERIT staff to organize physical and electronic materials to ensure that everything is in place that's needed for Saturday and summer programming.
- **Space Management:** Create schedules and other process documents to ensure that program and office spaces are organized and efficiently managed.
- **Program and Grant Compliance:** Oversee structures to ensure that staff maintain accurate records aligned with all grant requirements, compliance needs, and internship sites policies and procedures.
- **Program Site Coordination:** Establish protocol for Saturday and summer site coordination and manage Site Coordinators to effectively execute all site protocol.

Miscellaneous

- The ADPO will take on other duties as assigned by the ED, including but not limited to teaching courses, advising individual scholars, creating marketing materials, supporting fundraising, training program staff, etc.

Location

Baltimore, MD

Salary

- \$65,000-\$70,000
- A comprehensive benefits package is provided including:
 - Health/dental/vision insurance (fully funded by employer)
 - 403(b)-retirement plan with 6% employer matching
 - Paid Time Off including 17-23 flexible days per year in addition to 2-weeks off for winter break and major holidays off.

Technical Qualifications

- Curriculum and Program Planning Experience
 - Minimum of three years of experience working in education or another student support setting, required.
 - Experience creating curriculum or other educational programming plans, required.
 - Ability to create curriculum that is culturally relevant and responsive to the scholars MERIT serves, required.
 - Experience creating curriculum for high school or college age students, preferred.
 - Experience creating STEM, career exploration, professionalism, and/or college access curriculum, preferred.
- Data and Technology Skills
 - Proficient in basic Microsoft Office Applications: Excel, Word, PowerPoint, required.
 - Experience creating data management systems and analyzing data, preferred.

Additional Qualifications and Personal Characteristics

- Strive to embody MERIT's core values: Equity, Excellence, Growth, Ownership, and Family
- Demonstrated interest in issues that impact the education and health of under-served communities.

- High attention to detail.
- Adept at managing a dynamic workload to meet deadlines and achieve goals.
- Willingness to develop professional skills and adapt to the organization's changing needs in a self-motivated manner.

Reporting Mechanisms

The Associate Director of Program Operations will report to the Executive Director, with some projects managed by the College Success and/or High School Success Program Directors.

How to Apply

1. Gather together your resume and cover letter. Please save the attachments as *FirstName.LastName.Resume* and *LastName.LastName.CoverLetter*.
2. Your cover letter should highlight: 1) Your relevant experiences across the key functional areas of this role, 2) Your interest in MERIT's mission, 3) Your career aspirations and where this role fits into your career journey.
3. Apply by filling out the online application: <http://bit.ly/MERIT-Program-Staff-Application>. Indicate the position you are applying for as "Associate Director of Program Operations" from the application dropdown menu.

Hiring Steps:

1. **Zoom Interview:** If you are selected to proceed to the next step, you will be invited for a short zoom interview.
2. **In-Person Interview:** if you are selected to proceed to this step, a 2-hour in-person interview will be scheduled. You will be asked to provide some work samples in advance of the interview.
3. **Hiring Notification:** You will be notified of a final decision via email.

Contact: If you have any questions, please contact our Executive director, Jimmy Tadlock
jimmy.tadlock@meritbaltimore.org