



Patient Program Manager

Background

Founded in 1983 by the parents of an Aplastic Anemia patient, the Aplastic Anemia and MDS International Foundation (AAMDSIF) has grown to become the world's leading nonprofit health organization dedicated to supporting patients and families living with aplastic anemia, myelodysplastic syndromes (MDS), paroxysmal nocturnal hemoglobinuria (PNH), and related bone marrow failure diseases. AAMDSIF's mission is to provide answers, support, and hope to thousands of patients and their families around the world.

AAMDSIF seeks mission-driven, collaborative professionals to join our team of dedicated employees working to advance our mission and improve the quality of life of those who live with bone marrow failure diseases.

Position Summary

AAMDSIF is seeking a Patient Program Manager to advance engagement with patients and caregivers and to be a key member of our program team.

This position reports to the Director of Patient Services. The *Patient Program Manager* role will include:

- developing and implementing outreach and communication strategies to raise awareness and connect patients and families with AAMDSIF programs and services
- coordinating the development and distribution of AAMDSIF educational resources for patients and families
- evaluating the impact of patient engagement initiatives
- identifying new approaches to reach patients, families, and health care providers with AAMDSIF educational resources

Responsibilities

- In conjunction with the Director of Patient Services, manage the development, updating, production (including print vendor management), inventory, distribution, and order fulfillment of print and digital education materials and resources for patients, family members, and health professionals, to ensure they continually reflect new developments in bone marrow failure disease advances and treatments.
- Manage the review and updating of existing patient, family member, and health professional content on *aamds.org* to reflect new developments in bone marrow failure disease advances and treatments.

- Develop messaging, design, and format templates for patient program promotion and materials, and coordinate with the Communications Manager to ensure social media, email blasts, and *aamds.org* patient and family content reflect these templates.
- Develop and prepare Patient & Family Conference pre-meeting materials, PowerPoints, and signage, and coordinate editing of post-meeting webinars and publish them on *aamds.org*.
- Provide onsite support for Patient & Family Conferences and as needed for Health Professional Programs and other organizational events.
- Use data management system to analyze and identify patient, family, and health professional target audiences, and generate lists for postal, email, and/or personal contact to increase patient and family and health professional outreach and access to AAMDSIF resources.
- Create and implement strategies for reaching new patients, families and health professionals to increase awareness of AAMDSIF resources and services.
- Facilitate virtual patient and family peer-to-peer support and educational resources including webinars, AAMDSIF's Helpline and online chat services, and Support Groups, as necessary.
- Support AAMDSIF awareness week and other organizational awareness campaigns.
- Prepare accurate and timely reports.

Qualifications

- Excellent relationship building and networking skills with a diverse audience of stakeholders, including patients, caregivers, health professionals, health care institutions, health information outlets, and partner organizations
- Health education, patient engagement, patient advocacy, and/or patient navigation experience
- Outstanding verbal and written communication skills
- Strong problem-solving, priority-setting and project management skills
- Computer proficiency in programs such as Microsoft Office and experience with data management systems preferred
- Proofreading skills with attention to detail for factual and visual consistency
- A minimum of 3 years of experience in patient education, patient engagement or patient advocacy
- Minimum of a bachelor's degree, or equivalent in work experience

Location & Compensation

AAMDSIF is located in Rockville, MD and the *Patient Program Manager* will work in our Rockville, MD office. The salary range for this position is \$65,000 to \$75,000 annually, depending on experience. AAMDSIF offers a comprehensive benefits package that includes medical, dental, and vision insurance, health savings account, life insurance, PTO, federal holidays, a 403(b) retirement plan with matching contributions, and transportation subsidy (parking or public transit).

Working Conditions

AAMDSIF is committed to promoting a healthy work-life balance for all employees. Working conditions are normal for an office environment and the office is currently using a hybrid model (in-office and remote). Work will require some weekend and/or evening work and domestic travel.

Disclaimer

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities, or requirements. This position is a full-time, exempt position. The Aplastic Anemia and MDS International Foundation, a 501(c)3, nonprofit organization, is an equal opportunity employer (EOE). For more about AAMDSIF see: www.aamds.org

How to Apply

Please apply by emailing your resume and cover letter to jobs@aamds.org. Applications received without a cover letter will not be considered. We look forward to receiving your application, but no phone calls please.