

BOSTON HEALTH CARE FOR THE HOMELESS (BHCHP)

<u>Position Title:</u>	Chief Equity and Inclusion Officer
<u>Program/Site:</u>	System – wide
<u>Department:</u>	Executive
<u>Reports to:</u>	Director, Human Resources (directly) and CEO (Indirectly)

Who We Are:

Thousands of individuals find themselves homeless in greater Boston every year. They are chronically ill adults, veterans, families with school-age children, and the elderly. They are the people who stay in emergency shelters or motel rooms, who eat in soup kitchens, or visit drop-in centers. They are the men and women trying to survive in makeshift shelters under bridges, down alleyways, and behind city buildings. They are our patients.

BHCHP cares for more than 12,000 homeless men, women, and children each year. We are committed to ensuring their access to comprehensive health care, from preventative dental care to cancer treatment. Our clinicians, nurses, case managers and behavioral health professionals work in more than 60 locations, across communities and cultures, to deliver the highest quality health care to some of our community's most vulnerable -- and most resilient -- citizens. To do this means providing care in a manner that is culturally and linguistically appropriate, and which honors both the caregivers and the recipients.

How You Can Contribute:

Working with all levels of staff and across the organization, the Chief Equity Officer will first document the strategic direction of the organization's work regarding diversity, inclusion and culturally and linguistically appropriate care, and then support the implementation and monitoring of this plan. To that end, the incumbent will provide the ongoing leadership and oversight necessary to design, monitor and implement those programs, policies, and strategies necessary to create and sustain a respectful, and inclusive workplace and health care program. Additionally, when appropriate, the incumbent will partner with staff and our community partners -- to ensure continued effective communication, innovation and responsiveness.

Essential Duties:

- Finalize the strategy for the diversity/inclusion function and lead the implementation of plan goals.
- Lead efforts to develop systems of accountability to monitor and report results against stated goals and objectives.
- Design, deliver, and co-ordinate the delivery of the training programs necessary to ensure senior leaders and staff -- at all levels and in all functions -- have the knowledge and skills needed to both understand and contribute to the culture of inclusiveness.
- Be a resource to managers and supervisors as they seek to enhance the organizational cultures they manage.
- Be a resource to staff, addressing diversity related issues/concerns and finding equitable solutions to the same, creating opportunities for on-going dialogue, and supporting staff generated initiatives.
- Work with senior leadership to shape the organization's culture and climate through education, data analysis and systems redesign.

- Support HR as they review, refine and enhance systems in order to determine outcomes, ensure equity and refine processes as needed and appropriate.
- Develop strategies and vehicles for ongoing and effective communications with both internal and external audiences.
- Represent the organization at conferences, meetings and strategic gatherings focused of equity, diversity and cultural competence/humility in health care.
- Work with staff to identify and respond to system-wide and individual challenges re diversity, inclusion and cultural competency.
- Support HR initiatives relative to hiring and employee development and advancement.
- Manage the EEO/Affirmative reporting and review processes. Work to develop strategies for addressing the challenges and opportunities identified.
- Mediate interpersonal staff issues, when appropriate.

Qualifications:

Experience and Education:

- Bachelor's degree with 5+ years of diversity and inclusion experience, a Master's Degree is preferred
- Management experience, including project management, team building, training, and group facilitation, in healthcare settings preferred.
- Outstanding and varied skills relative to training on both generic diversity topics, and specific competencies such as unconscious bias, cultural humility/competence, active bystander behaviors, micro -aggressions/affirmations, cross cultural dialogue, etc.
- Strongly connected to a diversity of networks that can support/contribute to this work at the institutional and community levels.
- Experience with change management processes/strategies

Basic Knowledge/Skills:

- The incumbent must have and be able to demonstrate compassion, empathy, objectivity, curiosity and a willingness to both learn and teach
- Strong organizational skills
- Superb interpersonal and communication skills
- Experience facilitating conversations based on a broad range of diversity related topics and concepts
- Bilingual, English-Spanish preferred
- Demonstrated ability to develop relationships and build trust across cultures, organizational levels and responsibilities.

Other Job Requirements

- Demonstrated interest in working with an underserved population and those who serve the same.
- Ability to travel to various BHCHP sites.