

# National Health Care for the Homeless Council

## POSITION DESCRIPTION

**Job Title:** Events Manager

**FLSA Status:** Non-Exempt

**Reports To:** Director of Finance & Administration

### **Organizational Description:**

The National Health Care for the Homeless Council (the Council) is the premier national organization working at the nexus of homelessness and health care. Since 1986, we have brought together thousands of health care professionals, medical respite care providers, people with lived experience of homelessness, and advocates. Our 200+ Organizational Members include Health Care for the Homeless health centers, respite programs, and housing and social service organizations across the country.

Grounded in human rights and social justice the Council's mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness. As an organization, we believe an inclusive and open environment fosters creativity, contributes to the quality of our work, and provides growth opportunities for our employees. Additional information is available at [www.nhchc.org](http://www.nhchc.org).

### **Job Summary:**

The role of the Events Manager is to manage the logistics and educational content of the Council's major training and meeting events which currently include the annual National Health Care for the Homeless Conference and Policy Symposium, the annual Governing Membership meeting, and other training/meeting events. This position manages all components of these major events working in concert with the Director of Finance & Administration, other staff members, and other training stakeholders.

### **Job Responsibilities:**

- 1. Manage all aspects of Council Regional Trainings, Governing Membership, the National Health Care for the Homeless Conference and Policy Symposium (hereinafter National Conference) planning processes and other Council training/meeting events which may be held in-person, virtually, or a hybrid.**
  - Manage the process for the selection of venues for training events and all logistics involved with hosting those trainings at different venues.
  - Manage the planning workgroup process for the Council's training events in collaboration with appropriate staff, and/or committees.

- Develop criteria for proposal selection that helps ensure appropriate speaker diversity
- Develop and manage the National Conference solicitation, evaluation, and selection process for proposals for workshop sessions.
- Manage (and/or select) the software used for onsite sessions including registration, speaker center and user interface as needed.
- Manage the workshop presenters and sessions ensuring that all presenters have the information they need.
- Work with track lead to fill sessions when cancellations occur.
- Develop and implement overall pre-event and event schedules, including workshops, keynotes, site tours, poster sessions, roundtables, arts and entertainment, and special events.
- Create Run-of-Show for each event.
- Oversee the recruitment, training, and supervision of volunteers from the HCH field and students to assist with the National Conference in various capacities, such as assisting in registration, monitoring workshops, staffing resource tables and helping with site tours or other special events.
- In conjunction with the Administration and Advancement teams, ensure that the registration process, audio-visual equipment, session rooms, lodging arrangements for staff, and payments are completed.
- Work with the Director of Finance & Administration to develop budgets for all events.
- Evaluate the Food & Beverage needs for event and select appropriate package that is within budget.
- Coordinate with hotel, AV contractor and work with Council media staff on all AV needs.
- Work with the Advancement Team on Sponsorship and Exhibitor logistics and communications. Promote the event to the Council community and public.
- Provide content and proofread conference booklet in conjunction with Advancement Team.
- Recommend to management team health and safety protocols to implement as needed.
- Manage the logistics, communication and scheduling for select virtual trainings, Governing Membership, National Conference, and other Council events.

**2. Manage the CME/CE accreditation for the National Conference, Regional Training, and other in-person or virtual training events.**

- Complete all applications for accrediting bodies relevant to the Council's training events.
- Maintain communication with accrediting bodies before, during, and after each training event.
- Ensure adherence to accrediting bodies' standards at the National Conference site.
- Coordinate with staff and vendors to utilize CME/CE tracking software.

3. **Act as the Council's representative at the National Conference to respond to and troubleshoot issues as they arise with the venue staff and/or Conference participants.**
  - Ensure Conference resource rooms and onsite logistics needs are taken care of.
  - Along with the Director of Finance & Administration, serve as Council liaison to the venue staff.
  
4. **Manage all follow-up activities after the National Conference has concluded.**
  - Prepare an overall report of the Conference, including numbers of attendees at each workshop, results of the Conference evaluations, and recommendations based on lessons learned.
  - Ensure speakers receive thank-you letters for their roles in the Conference, evaluation results from their presentations, and agreed-upon speaker payments and reimbursements for costs, when appropriate.
  
5. **Manage the process for evaluating the quality of trainings and educational opportunities for the Council.**
  - Collaborate with Implementation Research Team to plan, coordinate, and evaluate workshop and training offerings at the National Conference, Regional Training, and/or other training/educational activities.
  - Collaborate with other Council teams to engage in quality improvement and performance improvement as needed.
  - Collaborate with appropriate staff on gathering information for evaluation of conference, regional trainings, and other trainings.
  - Develop the post conference evaluation report.
  - Develop the training section of the annual report for the CA.
  
6. **Other Duties**
  - Lead staff in planning and development of activities, organizational retreats, and other meetings as assigned.
  - Provide consultation to other National HCH Council staff regarding activities that may overlap with National conference and/or Governing Membership.
  - Perform other duties as assigned.

**Skills:**

- Strong interpersonal and social skills.
- Strong organizational skills.
- Self-motivated and able to work with minimal supervision.
- Mindful of task completion requirements and ability to adapt to a changing work environment.
- Able to communicate effectively with a variety of individuals and organizations.

- Ability to convey a strong presence, professional image, and deal confidently with complex technical and workflow situations.
- Excellent oral and written communication skills.
- Excellent public speaking, facilitation, and training skills.
- Strong project management abilities.
- Able to operate a variety of office equipment, including photocopier, fax, and personal computer.
- Proficient with online resource management software, e.g., Adobe Connect.
- Proficient with Microsoft Office software.

**Physical Requirements:**

- None

**Education and Experience:**

- Knowledge of the federal Health Center program preferred
- Proficient experience using Cvent preferred.
- Minimum two years' experience in conference or event planning.
- Bachelor's degree in relevant field preferred.

**Personal Characteristics:**

- Can support the stated mission and values of the organization.
- Commitment to the resolution of social issues.
- Commitment to a collaborative team approach to organizational tasks.
- Availability for national travel.