

## **JOB SCOPE DESCRIPTION**

### **Managing Director – Brazelton Touchpoints Center**

#### **INTRODUCTION**

The Brazelton Touchpoints Center was founded in 1996 by T. Berry Brazelton, MD, and colleagues and is based in the Division of Developmental Medicine (DDM) at Boston Children's Hospital (BCH), a Harvard Medical School teaching hospital. Together with families, providers and communities, the Brazelton Touchpoints Center develops and applies knowledge of early childhood development to practice and policy through professional and organizational development, evaluation, advocacy and awareness, and serves as a resource for proven practices. BTC is also home to the Office of Head Start and Office of Child Care National Center on Parent, Family, and Community Engagement. Learn more about BTC at [www.brazeltontouchpoints.org](http://www.brazeltontouchpoints.org).

The Brazelton Touchpoints Center (BTC) seeks a Managing Director with passionate commitment to BTC's mission, to manage key aspects of the center including: staff leadership, budgeting and fiscal accountability, development and operationalization of strategic plans and priorities, and supporting an organizational culture that leads to cross-team learning and integration across BTC's teams. including: professional development, research and evaluation, and communications and marketing programs.

Among the primary responsibilities of the Managing Director will be employee relations and human resources including supervision of program and operations leadership staff; to lead continuous quality improvement efforts across the center; to lead center-wide budgeting and fiscal management; and cultivation of senior level relationships with DDM and BCH in consultation with the Director of BTC. The Managing Director will report to the Director of BTC.

#### **OVERSIGHT AND RESPONSIBILITIES:**

##### Staff Leadership/Human Resources

- Supervise BTC program directors (professional development, training and technical assistance, research and evaluation, communications and marketing) and operations and finance managers.
- Foster a respectful and trusting organizational culture in which all staff feel they are acknowledged for their contributions and have a resource for their workplace needs and concerns
- Institute no- and low-cost strategies that are consistently administered to support staff morale and collaboration, and foster a relational organizational culture that encourages continuous learning, improvement, and innovation
- In collaboration with BTC operations manager, analyze, document and improve efficiencies of human resources policies and processes (e.g. hiring process, employee on-boarding, performance review)
- Serve as a primary point of contact and liaison with DDM, attending division meetings and representing BTC in consultation with BTC Director, and interfacing with Hospital personnel as needed, e.g., in Human Resources, Information Technology, Office of General Counsel, Office of Sponsored Research, etc., in consultation with BTC Director and relevant program directors

##### Continuous Improvement and Learning

- Lead strategic planning and prioritization processes that results in operationalized tactics, measurable performance metrics and achievable outcomes
- Collaborate with BTC senior leadership colleagues to create and use dashboards, Key Performance Indicators, and other tools for financial and organizational measurement and planning
- Build capacity in program leaders to do effective project management through tools and practices that improve performance
- Create, identify, improve and apply systems and processes for maximizing efficiency, organizational integration, cross-learning and impact

### Budgeting and Finance

- Oversee the annual budgeting and budget management processes throughout the year in coordination with the finance reporting manager and program directors
- Provide leadership and direction on budgeting, financial reporting, and other accounting and fiscal activities, including the review and execution of contracts and grants as needed and appropriate, and in accordance with BTC, DDM, and BCH policies

### Additional Duties

- Assist in performing all tasks necessary to achieve the organization's mission
- Provide risk management oversight

## **REQUIRED KNOWLEDGE, EXPERIENCE, AND ABILITIES**

### Experience:

- Master's Degree required in Project Management, Nonprofit Management, Leadership, Organizational Management, or MBA, or other relevant degree; professional certification such as CPA or CMA preferred
- 15+ years of highly relevant experience that includes 5 + years of leading a medium-sized organization or division of a larger entity
- A minimum of five-years' experience in project management

### Ability to:

- Foster and cultivate relationships and opportunities, both externally and internally
- Create and assess financial statements, budget documents, key financial indicators and dashboards, forecasts and analysis
- Recognize and be responsive to the needs of all constituents and stakeholders of the organization, including customers, vendors, strategic partners, government agencies, and employees
- Supervise senior level staff, including regular progress reviews and plans for improvement.
- Communicate effectively in both written and verbal forms
- Analyze, assess, and improve existing processes and policies, and develop new ones as needed that create greater efficiencies, transparency, and equity

### Knowledge of:

- Federal and state contracting and grant processes, policies and opportunities
- Contracts, including standards in contracting, contract negotiation and analysis, and implementing/honoring contract clauses
- Accounting systems, processes, standards and protocols

### Familiarity with:

- Continuous quality improvement using improvement science methodologies and processes
- CRM systems such as Salesforce or Raiser's Edge, with experience in data and systems migration
- Information technology, including hardware and software, and a willingness to learn new technologies, systems, and tools

### Additional:

- Demonstrated professionalism, business acumen, interpersonal, written and verbal communication skills, adaptive and distributive leadership experience
- Meticulous attention to detail and accuracy
- Proficient with Microsoft Office Suite, Adobe Professional, and other pertinent software

**Reports to:** Director, Brazelton Touchpoints Center

Salary: Commensurate with experience

Benefits: BCH employee benefits

Please submit a cover letter, resume/CV, writing sample, and list of references (to be contacted after your candidacy has been confirmed and with your permission) to Alisa Serraton Cazeau at [AlisaCazeau.Serraton@childrens.harvard.edu](mailto:AlisaCazeau.Serraton@childrens.harvard.edu) with the subject line "Managing Director."