
CARE NEW ENGLAND
POSITION DESCRIPTION AND PERFORMANCE STANDARDS

Title: Chief Diversity Officer

Job Code: 95816

Department: Administration

Dept. Admin

Grade:

Reports To: CNE President & CEO
(dotted line reporting to SVP HR)

FLSA Status: Exempt

Primary Function

The Chief Diversity Officer will assist in the company's efforts to create an environment that demonstrates its commitment to diversity and inclusion. The position will provide overall direction of diversity, equity, and inclusion efforts across Care New England. The Officer will help to diversify Care New England's workforce by providing leadership to the overall diversity program while bringing an intense focus to the professional provider staff. The incumbent will work collaboratively with the SVP of Human Resources and lead strategy sessions for senior leadership to develop vision and plan on integrating diversity/inclusion into daily operational activities. The Officer will work with a team to develop a system wide education on diversity, equity, and inclusion. The incumbent will seek grant funding and research opportunities on behalf of the organization.

Specifications

- Master's degree in relevant field (Human Resources, Interdisciplinary Studies, Sociology, or other related) required.
- Minimum of 5 years professional experience with Diversity, Equity, and Inclusion
- Minimum of 5 years professional experience in facilitation, teaching, and coaching in diversity related topics.
- Experience in training and employment strategies to foster workplace diversity, equity, and inclusion.

I. Application of Knowledge and Skill

- Guides development of curriculum for the CNE management on diversity/inclusion, including unconscious bias and health care disparities.
- Provides leadership to the Care New England Medical Group (CNEMG)'s diversity program, establishing it as a "best practice" for employed medical groups
- Assists in incorporating diversity/inclusion efforts into the business planning and operations across Care New England
- Leads efforts to develop, expand, and integrate CNE into community wide business programs.
- Helps to facilitate a system wide understanding of caring for diverse populations.

- Provides leadership to residency directors on educational curriculum on diversity and inclusion.
- Collaborates directly with the SVP of HR on system diversity initiatives.
- Utilizes a human-centered approach to change management.
- Embeds diversity, equity and inclusion into the employee life cycle and within patient care.
- Supports development of annual budgets.
- Preserves and protects employee and patients' rights to confidentiality.
- Performs other job-related duties as assigned or directed.

II. Planning, Productivity and Decision Making

- Effectively prioritizes own work in order to complete job responsibilities. Displays ability to adjust priorities based upon understanding of policies and procedures.
- Completes job responsibilities within required timeframe, according to established schedules or workflow requirements.
- Displays an ability to evaluate areas in need of improvement and provides input in order to improve current methods, services, programs or technology.
- Reviews and assesses information before making decisions and solving problems.
- Uses proper judgment and knowledge of established practices and procedures when addressing problems or issues.

III. Customer Service

- Establishes and maintains effective relationships with customers, gaining their trust and respect.
- Anticipates customer needs and proactively addresses them.
- Understands the customer's business and the importance to the organizations mission.
- Is dedicated to meeting and exceeding the expectations and requirements of internal and external customers.
- Follows the established procedures and effectively uses tools to provide high level support to customers.

IV. Teamwork

- Demonstrates an ability to work well with employees at all levels across Care New England.
- Contributes information, ideas and opinions in a group setting.
- Volunteers for team assignments or group problem solving
- Represents own ideas and solutions while acknowledging and/or accepting ideas and solutions of others.

V. Communications

- Written communication is clear, concise and professional as well as appropriate to the recipient.
- Verbal communication is clear, professional in tone, non-threatening and appropriate to the recipient.
- Identifies which type of communication is appropriate under different circumstances.
- Is attentive, actively listens and can accurately relay information.

VI. Personal Development

- Maintains professional growth and development.
- Participates in taskforces and committees.
- Attends seminars, workshops and conferences as appropriate.

VII. Leadership

- Provides input and assistance in the training and development of employees.

VIII. Department Standards

A. Dependability:

- Effectively plans and schedules time off

B. Attendance:

- Number of days absent due to unscheduled PTO: _____
- Number of days tardy: _____

C. Appearance:

- Exhibits acceptable personal neatness and hygiene.
- Dresses acceptably

IX. CNE-Wide Standards

Care New England Values

- **Accountability**
 - Set clear expectations and provide timely feedback and follow-through
 - Do what you say you're going to do- and be fair about it
 - Take ownership of your responsibilities
- **Caring**
 - Acknowledge and respond to the needs and challenges of every person
 - Create an environment that encourages respect and appreciation

- Offer support, information and hope
- **Teamwork**
 - Listen and value each person's voice
 - Ask "how can I help?"
 - Support the work of each team and each team member