

POSITION SPECIFICATION

Position	CRG & External Benchmarks and Community Partnerships Lead
Company	Point32Health
Location	Canton, MA / In-person or Hybrid
Reporting Relationship	Director of Workforce DEIA
Website	www.point32health.org

COMPANY BACKGROUND

The combination of Tufts Health Plan and Harvard Pilgrim Health Care represents the coming together of two of New England's most iconic nonprofit healthcare companies. Representing nearly 90 years of combined service to our members and the community, together we are building upon our diverse legacies and innovative collaboration by making it our purpose to guide and empower healthier lives for our members — no matter their age, health, race, identity, or income.

That's why we've named our new corporate entity Point32Health. The Point32Health name is inspired by the 32 points on a compass. It speaks to our critical role in guiding and empowering the people we serve to achieve healthier lives.

Point32Health is our corporate name. Harvard Pilgrim Health Care, Tufts Health Plan, and our other brands will continue to show up as they have since becoming a part of this new family—trusted, high-quality health services for people across the country.

At Point32Health, we strive to be a different kind of nonprofit health and well-being company, with a broad range of health plans and innovative tools that make navigating health and well-being easier, guiding our members at every step of their healthcare journey to better health outcomes. We are committed to providing high-quality and affordable health care, improving the health and wellness of our members, and creating healthier communities across the country.

THE ROLE

At Point32Health, we see business as a powerful platform for social change. Our Colleague Resource Groups (CRGs), external benchmarks, and community partnerships are fundamental to this belief. Our mission is to leverage people's differences to create better outcomes and guide and empower healthier lives for ALL. Diversity, equity, inclusion, accessibility (DEIA), and health equity in the Point32Health ecosystem are top priorities.

Position Summary

Reporting to the Director of Workforce DEIA, this exciting role oversees the operation of 8+ CRGs, implements the company's DEIA external benchmarks such as the CEI and DEI, and cultivates 10+ key community partnerships as part of our multiyear plan. The CRG leader will take on initiatives and programs, both internally and externally, for the organization, driving CRG impact, business value adds, and membership, completing at least three annual benchmark applications, and expanding our partnerships ecosystem throughout New England. Collaborating with the DEIA and HR teams, they will create and implement a plan to grow Point32health's CRG program impact and lead efforts to keep Point32Health a leader and company of choice for CRG members and community partners. Additionally, this role will execute the Cultural-Social-Hour and other programming and events that build our culture, trust, and reputation as a healthcare provider, employer of choice, and forward-thinking leader.

KEY RESPONSIBILITIES

- Nurture a culture that advances the enterprise's values and commitment to DEIA to deeper and more meaningful levels.
- Monitors DEIA Sentiment Indicator and executes initiatives to improve the colleague experience as measured in the annual survey results and based on the strategic direction developed in conjunction with the Director of Workforce DEIA and the Chief Diversity Officer.
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- Work with the Talent Development Team to build and deliver CRG programming, training, skill development workshops, and classroom and learning modules to expand and complement Point32Health's open, inclusive culture that embraces difference and encourages colleagues to bring their authentic selves to work.
- Work with the Talent Acquisition Team to develop and implement initiatives to welcome colleagues to Point32Health and assist with new hire orientation sessions to ensure proper onboarding and provide a concise understanding of our DEIA commitment and programs.
- Partner with CRGs to communicate and host Cultural Social Hours heritage celebrations, deliver quality programming, acknowledgments, and observances, and take a leadership role in identifying opportunities to cultivate relationships available through the many communities represented in our ecosystem and the fabric of our company.
- Advise and collaborate with the Director of Workforce DEIA in planning and implementing short- and long-term diversity goals that advance the enterprise's mission and monitor progress towards those goals, including a shared understanding of accountabilities for company values and DEIA commitments.
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- Attend and actively participate in weekly external facing engagements.
- Perform other duties as assigned consistent with the goals of Point32Health.

PROFESSIONAL EXPERIENCE/ QUALIFICATIONS

Education

- Bachelor's Degree.

Experience

- Knowledge of ERG, community engagement, or volunteerism standards, trends, best practices, and requirements.
- Demonstrated experience in influencing people leaders to align on bold goals.
- Confidence in change management and guiding volunteer teams through ambiguity and changing context.
- Strong communicator who can translate complex subjects into inspiring, action-oriented proposals that align stakeholders around common goals.
- Project management and executional acumen: Ability to break down complex problems into parts and focus on and implement areas that yield the highest progress.
- Passion for and deep understanding of DEIA principles and practices.
- Deep connections to internal and external communities and a commitment to building a lasting network of mutually beneficial relationships between these stakeholders and Point32Health.

Additional Requirements

- Weekly travel within the Greater Boston area
- Attendance at external events