



A Family of Companies



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Director, Member Success	<b>COMPANY:</b>	HQP
<b>REPORTS TO:</b>	VP of Marketing and Member Experience		
<b>DIRECT REPORTS:</b>	N/A		
<b>STATUS:</b>	Exempt	Full-Time	<b>WORK COMP CLASS:</b> 8742
<b>OUTSIDE</b>	25-50%	<b>SCHEDULE:</b>	<b>WORK CONDITIONS:</b> Virtual and
<b>TRAVEL:</b>	7-7/M-F		Local Health Centers

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

## JOB SUMMARY

The Senior Director of Member Success assists organizational members of Health Center Partners (HCP) of Southern California, including federally qualified health centers and tribal health programs, in achieving operational and clinical excellence through the efficient utilization of solutions and programs provided across HCP's Family of Companies, including Health Quality Partners of Southern California.

This position will serve as a change agent, helping HCP's organizational members adopt new practices, navigate health care transformation, and improve their performance.

This position will serve as a lead ambassador for the Family of Companies (FOC), deepening relationships across all staff levels (externally and internally) and collaborating cross-functionally to optimize positive impact.

Through active listening and formalized needs assessments, this ambassador role will identify and articulate opportunities for the FOC to best meet immediate and emerging needs, thereby enhancing the HCP member experience and positioning HCP as the premier healthcare consortium of Southern California.

With an initial focus engaging small to mid-sized health center members that sometimes face participation and implementation challenges due to resource constraints, this role will seek to ensure all organizational members can maximize the offerings provided by the Family of Companies.

This position is part of the Member Services team and reports to the Vice President of Marketing and Member Experience.

Senior Director of Member Success  
September 2025

## **ESSENTIAL JOB FUNCTIONS**

- Develops and sustains a comprehensive knowledge of the array of programs and solutions available to HCP members from the FOC, routinely making member-informed recommendations to improve those offerings.
- Builds and maintains strong relationships with staff at HCP's member health centers, particularly those with the greatest challenges or barriers to engagement.
- Promotes participation in FOC events, trainings, peer groups, and other engagement opportunities.
- Conducts regular check-ins with member health centers via virtual meetings, on-site visits, and annual assessments.
- Develops, refines, and tracks engagement metrics and other measures of success.
- Provides strategic oversight of HCP's Shared Learning Network program, ensuring its peer group structure and engagement processes deliver essential member experiences.
- Attends Shared Learning Network meetings, listening for member needs and making helpful connections for members.
- Synthesizes member feedback into actionable insights and communicates internally about emerging issues and opportunities to inform continuous improvement.
- Delivers formal and informal presentations, training, and technical assistance to an assigned portfolio of health centers and other health centers members on an as needed basis, leveraging internal and external subject matter experts when appropriate to address specific needs.
- Works with health centers to ensure adherence with industry, state, and FQHC standards.
- Advocates for the adoption of new or improved strategies that will lead to health center improvements.
- Proactively seeks opportunities to document and disseminate best practices.
- Responds to inquiries and emerging issues, collaborating as needed with other FOC staff and/or external consultants with specific expertise to meet health center needs.
- Adapts to emerging issues and changing job duties, as necessary. Provides feedback to the VP of Marketing and Member Experience for ongoing role improvement.
- Actively supports the mission and vision of HCP.
- Performs other project-related duties as assigned, contributing to a culture of collaboration, learning, and service excellence.

## **FIRST-YEAR GOALS MAY INCLUDE**

- Identify and engage with up to four organizational member health centers that are interested in participating in an initial pilot cohort for ambassador collaboration.
- Develop initial metrics for success built around outreach (number and style of engagements) and outcomes (ability to influence change) and establish baselines with the pilot cohort.
- Establish a feedback loop with the pilot participants to co-design improvements to the ambassador model and validate early assumptions.
- Review current FOC efforts to assess member needs and satisfaction and recommend new and/or streamlined approaches to generate the best available business intelligence with the least possible member burden.
- Identify a core set of essential programs and solutions within the FOC that should achieve widespread adoption by HCP members and develop strategies to close any utilization gaps.
- Establish a structured process for documenting and sharing business intelligence throughout the FOC.

- Document at least two examples of how the ambassador engagement influenced member adoption of new practices, workflows, or services over the first year.
- Assess the current Shared Learning Network and suggest program improvements, potentially including the addition, elimination, or consolidation of existing groups; adjustment of meeting frequency or format; and/or the standardization of engagement processes.

## **QUALIFICATIONS**

### **Required Skills**

- This position requires working from home approximately 50% to 75% of the time and on-site at a member health center for the remaining 25% to 50% of the time. These estimates are approximate and may shift based on the project or health center preferences. This position may require additional travel within the United States.
- Must possess valid driver's license, insurance, and own transportation for use in work, and be flexible with working some evenings and weekends within a 40-hour workweek.
- Demonstrates curiosity and maintains openness to change strategies based on available data, shifting priorities, or a changing landscape.
- Adopts a collaborative approach by promoting innovative ideas and offering constructive feedback across the FOC.
- Demonstrated ability to manage multiple projects simultaneously, developing actionable work plans, regularly reprioritizing goals and tasks, and effectively communicating progress and challenges.
- Demonstrated capability to deliver presentations and provide training and technical assistance to a diverse population of health professionals.
- Demonstrates excellent verbal and written communication skills, builds trust through authentic active listening, leads with a positive solutions-focused attitude, and provides outstanding customer service at every opportunity.
- Ability to influence clinicians, staff, and leaders outside of direct reporting lines.

### **Education/Experience**

Candidate must have a strong understanding of Community Health Centers, preferably with past leadership experience at a Federally Qualified Health Center. Experience with health care delivery in California is preferred, especially in Southern California, San Diego, Riverside, and Imperial counties.

## **PHYSICAL REQUIREMENTS**

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

## **HIPAA/COMPLIANCE**

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report unethical, fraudulent or unlawful behavior or activity.

- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment.
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures.
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

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Signature

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Date

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Employee Name (please print)