



Position Description

Administrative Director Maryland Patient Safety Center

The Maryland Patient Safety Center (MPSC) is an independent not-for-profit organization committed to improving patient safety across all aspects of healthcare. Our mission is to unite stakeholders to champion patient safety, eliminate preventable harm, and accelerate improvements in safety to impact quality across healthcare. We envision a future where healthcare is safe and equitable for every patient, family member, and healthcare worker, across the care continuum. We provide value as we serve patients, families and the healthcare workforce by leveraging our collective expertise, advancing safety science, fostering system-wide learning, and empowering organizations to achieve meaningful, lasting outcomes.

The Maryland Patient Safety Center (MPSC) is designated as the State's patient safety center. The Maryland Patient Safety Center was created to promote the general public's health and social welfare through study, research, education and exploration of patient care and safety at hospitals, long-term care facilities and other health care facilities, and the delivery of health care in the community. Additionally, through *The Mid-Atlantic Patient Safety Organization* of the Maryland Patient Safety Center, the organization collects data to provide safer care practices.

Job Summary:

Position Title: Administrative Director

Reports To: President & CEO

FLSA Status: Full-time/ Exempt

Location: Hybrid remote, with 1 day (*and as needed*) in the office in Elkridge, MD.

Position Summary:

The Administrative Director is responsible for ensuring the smooth operation of the organization's internal functions. In this pivotal role, the Administrative Director manages day-to-day administration, facilitates cross-functional coordination, and supports governance, finance, communications, and special initiatives. This position is ideal for a detail-oriented, proactive professional with strong organizational and problem-solving skills, who thrives in a dynamic and mission-driven environment.

Key Responsibilities:

Operations and efficiency:

1. Oversee all aspects of the organization's internal and office functions, including support staff; finance, accounting and budgeting; support for educational and membership programs; contracting and legal; and related areas.
2. Streamline operations, manage administrative tasks, and resolve operational bottlenecks to enhance efficiency and productivity. Research and recommend new policies, procedures and infrastructure to improve efficiency and effectiveness.
3. Manage organizational calendars, timelines, and workflows to ensure timely execution of priorities. Identify and address issues proactively, ensuring the organization runs smoothly and efficiently.

Communication and Alignment:

4. Serve as a central point of coordination for internal operations, supporting alignment across programs, finance, communications, and administration.
5. Facilitate communication between the executive and stakeholders, ensuring everyone is aligned and informed.

**Program and Project Management:**

6. Oversee and/or support cross-functional programs, projects and initiatives, ensuring timely and effective completion. With members of the team, assess and address barriers to timely and effective completion.
7. Lead and/or assist with implementation of special initiatives, such as Annual Conference planning, Awards planning and implementation and the like.

Organizational Performance

8. Recommend, monitor and report on a cascading set of key performance indicators (KPIs) to track organizational progress and identify areas for improvement.
9. Recommend, monitor and report on a set of key indicators that provide business intelligence for purposes of membership, program development, and the like.

Other

10. Liaise with external partners, vendors, and stakeholders on behalf of the President/CEO
11. Support board governance, including meeting scheduling, agenda development, minutes, and document management.
12. Provide high-level administrative and logistical support to the President/CEO, including drafting communications, preparing presentations, and tracking follow-ups.
13. Contribute to a collaborative, respectful, and organized workplace culture.

Qualifications:

The position requires a significant attention to detail from a self-directed initiative-taker with a high level of organization and interpersonal skills.

- Bachelor's degree or equivalent professional experience.
- Minimum 5-7 years of relevant experience in nonprofit administration or operations.
- Excellent interpersonal and communication skills, plus excellent written communication skills.
- Excellent analytical and problem-solving skills.
- Strong attention to detail and ability to manage multiple priorities.
- High degree of discretion and professionalism.
- Comfort with small-team environments and broad responsibility.

Please send cover letter, salary requirements, and resume to speditto@marylandpatientsafety.org