

VP of Nursing  
February 2022

## About Brook Health

Brook Health is a digital health company. Brook provides people who are living with chronic conditions a highly personalized high-touch support via a smartphone app offering AI tools, data collection through connected devices, and real-time access to health coaches to make smart, daily decisions and build healthy habits to achieve their long-term health goals.

Brook offers an innovative work experience with team members in multiple time zones. We have a fast-paced, user-centric, high-expectation, constantly-improving-ourselves type of culture. Our goal is to change the approach to chronic condition management and improve health outcomes for users and health care providers. Learn more about who we are at [www.brook.health](http://www.brook.health).

## Job Description

We're looking for an experienced nurse leader ready to take on the challenging but exciting task of up-leveling Brook's Nursing function and team, and building and maintaining a scalable member-centered service function.

You will utilize operational excellence methodologies aimed at promoting members' healthy behavior and lifestyle changes, leading to positive health outcomes. You will work collaboratively in a fast-paced, high-growth startup environment, with a team that's on a mission to help people with chronic conditions lead healthier lives. Your key role is to deliver world class care by developing, implementing, and scaling an organization of nurses, developing the tools they need, setting their processes and KPIs, and empowering them to provide the best support to our members. This role will report to our Chief Medical Officer.

The impact you will make:

- Lead a high-performing nursing team
- Define and build a scalable operation, with the technology, tools, and processes to support our growing member base
- Manage team logistics, including scheduling staff shift coverage, assignments, and time sheet approval for hourly staff
- Hire and facilitate training for new team members
- Utilize data to set KPIs, measure success and define changes to processes and protocols, with the goal of optimizing member success and human resources cost, efficiency, and effectiveness
- Collaborate with cross-functional teams to define processes and build tools to facilitate customer satisfaction and maximize quality of care.

- Define strategies for member engagement and retention in collaboration with product to support company initiatives and long-term customer success

#### Attributes for Success

##### You Have

- 3+ years of experience as a senior nursing leader
- A proven track record of developing and implementing cost- and productivity-enhancing strategies with measurable success
- A proven track record of delivering exceptional customer service

##### You Are

- Passionate about supporting people with chronic conditions and helping them live better lives.
- Proficient in nursing operations and KPI-setting and management
- Proficient in Microsoft Office suite and other technological business and operational tools
- Adept at aligning people, process, and technology around change management initiatives and continuous process improvement
- Able to perform business analysis, identify insights, and define changes for process improvement and measure success
- Adept at working independently with minimal supervision
- Authorized to work in the US
- Licensed to practice nursing in a US state

##### A plus if you are

- Located in the greater Buffalo area and able to work at least partly from our offices.
- Experience working with a digital platform / app-based service
- Training and/or experience in nurse coaching