**Job Title:** Leadership Development Patient Experience Coach

**Salary:**

**Location:** Community Medical Center, Toms River, New Jersey

**Date**: March 2021

Community Medical Center, an affiliate of RWJBarnabas Health System, is a 592-bed, fully accredited acute care hospital offering area residents world-class medical treatment with the comforts of hometown care. Opened in 1961, CMC has evolved into the state’s largest non-teaching hospital and Ocean County’s largest and most active health care facility—caring for over 21,500 inpatients, 178,000 outpatients and 73,700 emergency department patients each year. Community Medical Center is dedicated to advancing the quality of life and health of our community while delivering compassionate care for our patients. Our core values include: Compassion, Quality, Accountability, Integrity, Diversity and Teamwork.

EOE

**The Leadership Development Patient Experience Coach** will be responsible for coaching leaders to proactively set a positive culture of patient/customer experience. This position will be responsible for coaching leaders, implementing plans and programs that support leadership development, patient experience, customer service, employee engagement and workforce development.

**Key Coaching Skills**

* Sophisticated leader who understands current and future needs, detect gaps of our leaders and can coach leaders to build a patient focused culture. The coach will determine specific needs of each leader and develop plans to meet development gaps and sustain positive behaviors.
* Goal-setting. Coaching is a goal-focused (or solution-focused) approach, so the ability to elicit clear, well-defined and emotionally engaging goals from a coachee is a key skill for a coach.
* Listening, Empathizing, Questioning, Giving feedback, Intuiting, Accountability, Critical Thinking, Confidentiality and Emotional Intelligence to work with leaders to define specific needs that link to patient experience and strategic goals.
* Interpersonal skills: coach will work with leader and build a trusting relationship to put leaders at ease and build strong working relationships. Effective communication skills are essential to produce clear plans that focus on patient experience.
* Acute understanding of the proactive philosophy/strategy to develop leaders to provide excellent emotional and physical care to our patients, their families, our community and each other.
* Analytical skills to effectively assess coachee and identify issues that may be hindering their workplace performance. Ability to analyze data to understand measures of patient experience and determine areas of focus.

**Requirements:** Master’s Degree preferred in a related field, 10 + successful years’ experience in coaching, leadership, organizational development, human resources.

This position offers a competitive salary as well as a comprehensive benefits package. Apply now and join this prestigious organization.