

MyPremie App Program Coordinator Job Posting

Graham's Foundation has an immediate opening for our MyPremie App (MyP) Program Coordinator (MPPC). The MPPC will have daily interaction with and monitoring across all avenues of the MyP app reach, market MyP to appropriate audiences, engage stakeholders, and provide oversight of technical resources. This is a part-time/hourly position as an independent contractor (1099), working from home. The time expectation is 8-10 hours per week

Graham's Foundation is a non-profit organization that supports families that experience a premature birth. The MyP app promotes parent well-being in the neonatal intensive care unit (NICU) and beyond.

If you've got a passion for helping others and have experience in marketing or communications, take a look at the job description and requirements. If you're interested, send a resume plus a little information about your background and qualifications to Ben@grahamsfoundation.org.

Job Description:

The MyPremie Program Coordinator will:

Monitor: Review daily all social media platforms (FB, IG, Twitter etc) and coordinate any responses with the Director of Communications and Executive Director.

Check App Stores Daily – both iOS and Android for any comments, issues or open items, review with Executive Director and coordinate responses.

Provide Customer Service: Have first contact with any user inquiry. Be the first line of Customer Service to all MyP end users. All general discussion around MyP will stay with Coordinator. Any escalation due to scope or need will be shared with appropriate staff and / or the Executive Director.

Market: Create and maintain direct contact with NICU staff including NICU coordinator, Nurse Practitioners and affiliated Social Workers. Inform and educate around MyP and solicit interactions with local (to those NICUs) support groups. Ideate and develop with the Director of Communications creative ways to increase awareness to parents of preemies.

Enhance: Maintain a list of Feature Requests / Enhancement Suggestions. Track and report any potential Bugs with the development team.

Engage and continue to build an Advisory Board of both parents and professionals to continuously review and improve MyP.

Technical / Project Management: Drive a quarterly Release Schedule for enhancements and bug fixes. Provide Status and Progress weekly to the Executive Director.

Ensure Quality Assurance across all changes / updates / enhancements. Work with internal teams and external 'beta' testers on all public releases.

Maintain a monthly cadence of Pocket Guide updates. Directly make the updates or drive the appropriate resource to do so.

Overall / Reporting: MPPC reports to the Executive Director and will have minimum weekly program review meetings.

Formal bimonthly status and progress to Executive Director and key stakeholders.

Time Commitment: MPPC is a part-time, contract (1099) position. Expectation 8 – 10 hours per week.

Hours are flexible. We are an organization for preemie parents, run by preemie parents so having some experience with prematurity is preferred but not required. Pay is based on experience but know that we are a small non-profit.

Contact:

Ben Roberts

Executive Director

Graham's Foundation

ben@grahamsfoundation.org