

## Role Sheet: Program Excellence Manager

### What is the HBA?

The Healthcare Businesswomen's Association (HBA) is a global organization comprised of individuals and organizations in healthcare committed to:

- **Achieving gender parity** in leadership positions
- **Providing equitable practices** that enable organizations to realize the full potential of women
- **Facilitating career and business connections** to accelerate advancement

The HBA accomplishes its mission through:

- Strong business networks
- Education and leadership development
- Global recognition of outstanding individuals and companies.

Find out more at [www.hbanet.org](http://www.hbanet.org)

### What is the Global Ambassador Program?

The Global Ambassador Program (GAP) is the HBA's premier corporate program for leadership development. It is a 12-month self-directed leadership development program for 15-30 emerging leaders, embedded in the workday. Designed to accelerate advancement, the HBA will empower and guide the 'Ambassadors' through the development and execution of:

- **Individual development goals** to prepare for the next step on the career ladder
- **Group initiatives** for the company, which empower the Ambassadors to explore their leadership potential in new ways *and* result in positive impacts and benefits across the organization

Find out more at

[www.hbanet.org/ambassador-program](http://www.hbanet.org/ambassador-program)

## What is a Program Excellence Manager?

Program Excellence Managers (PEM) are past Advisors or Champions of the program who:

- Have experience with the GAP process and can share best practices to improve alignment with corporate strategy and engagement with HBA.
- Connect quarterly with the program Champions, Advisors and if needed, the Executive Committee, field questions and concerns, and provide feedback to HBA to ensure overall program success.
- Facilitate connections between programs, HBA account managers and HBA regions, chapters, and resources.

**Each Company will be assigned one PEM for up to 3 to 5 cohorts. Ideal candidates:**

- Are mid- to high-level managers with experience in relationship management.
- All genders are eligible.
- Have a passion for the Ambassador Program and cultivating emerging leaders
- Are able to deliver on HBA's culture of white glove service and radical hospitality

### What's in it for a PEM?

- Play a key leadership role outside of your company.
- Gain experience in advising major HBA corporate partner(s).
- Build business connections and strategize with high level advocates of HBA and GAP.
- Great addition to development plan and resume
- Expand network inside and outside your company.

**Time Commitment:** 3-5 hours a month, serving between 3-5 individual cohorts across one to three companies.

### Key Responsibilities and Best Practices

#### Pre and At launch: for introductions

1. Connect with Launch Leader and Advisors to assist in program strategy planning, launch preparation, gather updates and/or key learnings from the launch preparations
2. Attend the launch as able for introductions to key players and to present and encourage HBA programming and Ambassador Learning Center opportunities

#### Post-launch: Check in and gather feedback

1. First three months are critical to monitor progress and quell concerns if they arise
2. Periodic check ins via email to each Champion and Advisor inquiring on progress, attendance, preparedness for six-month presentations and guide cohort through graduation and renewal
3. Resolve and/or escalate concerns to HBA staff