



## **Workspace Experience Manager (Philadelphia, PA)**

### **What are We About**

At Patina, we believe everyone should have the opportunity to live their best lives and age with dignity. That's why we're reinventing primary care with an approach that's purpose-built for adults 65+ and their families. Our care model is centered around the needs of the individual, and available right where they live, with comprehensive and convenient in-home and virtual care options. We enable our world-class team of clinicians and care team members with elegant, human-centered technology and tools, so they can spend more time doing what they do best: building trusted relationships and delivering great care.

Working at Patina is special. We respect each other, seek out and welcome others' perspectives, and push ourselves to grow and innovate so that we can deliver exceptional experiences to those we serve. We balance humility with confidence, and we're looking for change-makers who bring the heart and audacity to help us **profoundly improve the healthcare and aging experience for older Americans.**

### **What Makes You Uniquely Suited to Work at Patina**

As the Workspace Experience Manager at Patina, you will be the heart of our company in many respects, creating a welcoming, professional, and supportive atmosphere, both in-person and virtually, for crew members and visitors alike. You will proactively identify ways to make your crew members' lives better, and quickly and effectively troubleshoot problems when they arise. As an experienced Workspace Experience Specialist, you are someone who takes great pride in delivering great experiences to crew members, and you are ready to put that superpower to work, in pursuit of our company's incredibly ambitious goal of transforming the healthcare industry. This position is perfect for someone who has a hard time sitting still, so if you like wearing multiple hats and juggling competing priorities, keep reading!

You are detail-oriented and highly organized, and you love researching best practices for workspace happiness and productivity, in both an in-office and virtual setting. Above all, you are a force for good: you love helping people, you bring joy to your work and the people in all areas of your life, and you know that your legacy will be determined by the impact you've had on people's hearts. That is the culture you'll be joining - and helping foster - in this important early role in our company.

You enjoy working in an energetic environment and streamlining hectic days. You are an all-around team player and able to build strong and lasting relationships with leaders and crew members across Patina. You are passionate about cultivating a consistent, inclusive, and fun team dynamics in a hybrid work environment. You make it happen and you're not afraid to be yourself while uplifting those around you. You have mastered the art of creating an exceptional experience for our crew and visitors, motivating a team or peers, and keeping initiatives both big and small seamlessly moving forward.

## **What You'll Do**

Reporting to the Head of Human Capabilities, you will play a critical role in creating a workspace experience that brings our culture to life through the following responsibilities.

### **Build a Great Culture & World-Class Workspace Experience**

- Design and implement solutions to create a culture of collaboration, continuous learning, and fun across all crew members, both in-person and virtually.
- Design and execute crew member events including happy hours, speaker series, and celebrating moments that matter across all locations.
- Create an in-office workplace that our crew members enjoy spending time in and feel safe
  - Select and procure furniture and office equipment to create an in-office experience that breathes our culture and values.
  - Develop programs around seating (e.g. assignments, designated areas for patient care; protecting patient privacy in an environment where we will have visitors and non-patient-facing staff).
  - Establish our in-office food and beverage selection and ensure the kitchenette is consistently stocked.
  - In coordination with the Human Capabilities team develop policies around visitation and safety (e.g., masks; how to verify vaccine status of staff and guests, etc.
  - Coordinate policies for procuring and distributing keys and office access.
  - As necessary, coordinate with office cleaning services to ensure a clean and professional working environment.
- Closely partner with the Human Capabilities team and leaders across the organization to design and implement programs (e.g. engagement programs, rewards programs, etc.) that fuel our culture and employee experience.
- Serve as a go-to resource for office related questions (e.g. infrastructure - WiFi, lights, broken pipes, HVAC, etc. or smaller issues - spills, faulty kitchen equipment, etc and guide crew members to the right resources.

### **Support the Talent Attraction & Selection of a World-Class Patina Crew:**

- Support the candidate to new crew member experience as needed, including scheduling interviews, leading culture interviews, establishing new crew members in our HR system, and ensuring each Crew Member feels welcomed and excited on their first day.
- Be an advocate for the new hire, sharing important onboarding information and getting them connected with the right crew member should they have questions prior to their first day.
- Partner closely with the Human Capabilities team to consistently improve existing talent attraction and selection, as well as onboarding processes and roll out fun, creative ways to engage new hires in their early days.
- Champion Patina, our values, and our philosophy with potential candidates.

### **Be a Go-To Resource for Administrative Needs:**

- Provide support to our executive leadership team, including booking travel, optimizing schedules, and performing general administrative support as needed.
- Provide support in preparation for on-site board meetings, distributing key documents and organizing our meeting space so we can deliver an exceptional experience.

- Partner with the marketing team as needed to support projects, including supporting community events, swag management, creating fulfillment kits, etc.
- Support our visitors to feel welcomed and comfortable while in our office.
- Track and sustain inventory of office supplies and materials.
- Coordinate between employees and external mail carriers for all deliveries and pickups.

**What is Required:**

- 3+ years of Workspace Experience or a similar background (e.g. Human Resources, Facilities Management, Event Management, etc.)
- A passion for the employee experience and proven track record in improving the employee experience
- Exceptional project management and organizational skills, with exceptional ability to manage multiple concurrent projects
- Eagerness to help others and take initiative to proactively improve our crew member experience
- Strong written and communication skills
- Ability to thrive in a fast-paced environment and work collaboratively across all crew members
- You are a proactive solution creator who brings a growth mindset to the team

**What Would be Great to Have:**

- Bachelor's degree
- Experience supporting multiple leaders at the same time
- Experience working at a start-up and/or fast-paced and growing environment
- Familiarity with G Suite

**Location:**

Greater Philadelphia - This is an in-office role.

**What are the Advantages:**

- Amazing mission-based culture with a fast growing team.
- Medical, Dental & Vision Insurance.
- Competitive PTO.
- An environment where you can learn, grow, achieve financial wellness, and change the world.

*Patina is an equal opportunity employer and values diversity. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.*

For more information, please contact Talent at [talent@Patinahealthcare.com](mailto:talent@Patinahealthcare.com)