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## Gabrielle Ross

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Strategic executive in non-profit healthcare management and operations  
Portland, Maine | Hospital & Health Care

Current	Health Quarters
Previous	Self-Employed Contractor, World Health Organization, London School of Hygiene and Tropical Medicine, U. of London
Education	London School of Hygiene and Tropical Medicine, U. of London

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### Experience

#### Executive Director

Health Quarters

May 2011 – Present (6 years 4 months)

Provide strategic direction and manage overall day-to-day operations a \$3 million community-based, non-profit healthcare organization with 25 staff, which receives federal and state funding to serve 10,000 clients through three direct service sites and three FQHC sub-contracts in the northeast region of MA.

Increased revenue, service lines, users and visits, and achieved surplus budgets every year since 2011.

Achieved clean A133 audits, bi-annual federal and state program reviews, state license renewals, and national accreditation.

Led annual appeals, online fundraising efforts, and events; increased endowment by \$700,000.

Developed annual work plans and operational and capital budgets, and proposals; awarded over \$2 million in grants and contracts annually.

Led substantial improvements and innovation in all areas of operations, specifically relocated four sites; adopted electronic health records; overhauled chart of accounts, accounting system, and financial report formats; systematized recruitment, hiring, performance management system, and compensation.

Overhauled Employee Handbook, and policies and procedures for Medical Practice Management, Administration, HIPAA Security, Emergency and Disaster Preparedness, Financial Controls, and Revenue Cycle Management.

Worked with Medical Director to implement Quality Improvement Plan, and staff development and training.

Developed relationships and collaboration with community partners on policy and advocacy.

Cooperated closely with Board of Directors to ensure responsiveness to community, well-informed strategic direction, financial health, fiscal compliance, and strong organizational representation.

#### Independent Consultant

Self-Employed Contractor

2008 – 2010 (2 years)

Conducted two national healthcare program evaluations in Bangladesh for the Swedish International Development Cooperation Agency; led in-country team to conduct an assessment of policy, program and research issues related to abortion in Vietnam for the UNDP/UNFPA/WHO/World Bank Special Programme of Research, Development and Research Training; and provided technical assistance to Pathfinder International and Engender Health.



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United States



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United States



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Student at Oakland University  
United States



**Gabrielle Ross**  
Special Education Teacher at NYC Department of Education  
United States



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Marketing  
United States

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**Coordinator**

World Health Organization  
2006 – 2007 (1 year)



As Coordinator of the Global Secretariat's Advocacy Unit, supported the Global Commission on the Social Determinants of Health aimed at drawing the attention of governments and society to the social and economic determinants of health and inequities—safe housing, food security, access to educational, economic and job opportunities, and social support. Provided technical assistance to the Commission's global advocacy campaign, including the production of a documentary aired on American Public Television, and guided the Gender and Women's Health Knowledge Network's contributions to the final report. Directed and managed the Department's Advocacy Unit, including strategic planning, project management, budgeting, staff development, and resource mobilization.



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**Policy Advisor**

World Health Organization  
2005 – 2006 (1 year)



Led the development of an organization-wide gender mainstreaming strategy adopted by the World Health Assembly in May 2007.

**Regional Advisor, South East Asia Regional Office**

World Health Organization  
2002 – 2005 (3 years)



In partnership with WHO Headquarters and 14 Country Offices, developed, implemented, and evaluated country-level gender mainstreaming strategies. Provided technical assistance to County Offices and Ministries of Health on the application of international standards and guidelines related to gender, equity and human rights. Catalyzed, drafted, and disseminated policy analyses, and contributed to the development of indicators, and methodologies and contributed to the development of indicators and methods to measure and monitor equity in health.

**Research Fellow**

London School of Hygiene and Tropical Medicine, U. of London  
1997 – 2002 (5 years) | London, United Kingdom



Conducted doctoral research on the role of bilateral donors in shaping women's health policy in Bangladesh.

**Program Officer**

Ford Foundation  
1994 – 1996 (2 years)



Designed and implemented the Foundation's \$2 million grant-making strategy to advance a social determinants and human rights approach to reproductive health. Grants supported strengthening the capacity of key community leaders and organizations to advocate for proven best practices and effective policy reforms; to scale promising initiatives to address gender and economic inequalities; and to advance social science research in health. Foundation closed country office in 1996 as part of strategic restructuring.

**Program Officer**

International Women's Health Coalition  
1991 – 1994 (3 years)



Managed a small grants program and provided technical assistance to women's health and rights leaders and organizations in Indonesia, Bangladesh and the Philippines. Grants and technical support focused on advocacy and policy-oriented research on reproductive health and support for the development of women-centered care in the public and non profit health sectors. Authored, edited, and refereed concept papers, articles, fundraising proposals, and donor reports. Mobilized attention and participation of women's groups in the International Conference on Population and Development and the Fourth World Conference on Women in Beijing.

**Peace Corps Volunteer**

Peace Corps  
1987 – 1989 (2 years)



In collaboration with CARE International, implemented a micro finance program for women subsequently adopted by the Ministry of Social Affairs. Analyzed small business proposals, recommended levels of credit for business expansion, and trained borrowers in management techniques.



Volunteer Experience & Causes

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**Member of the Board of Directors**

North Shore Community Health  
December 2012 – Present (4 years 9 months) | Health



Chair, Strategic Planning Committee 2015; Member, Finance Committee 2017-present.

**Causes Gabrielle cares about:**

Arts and Culture  
Health  
Human Rights

Languages

**Hindi**

Limited working proficiency

**French**

Professional working proficiency

**French, Hindi**

Limited working proficiency

Skills

- Philanthropy
- Grants
- Strategic Planning
- Strategy
- Project Management
- Non-profit Program Development
- Program Management
- Federal Grants Management
- Advocacy
- Grant Writing
- Change Management
- Policy Analysis
- Research
- Health Policy
- Gender Equality
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Education

**London School of Hygiene and Tropical Medicine, U. of London**

Doctor of Philosophy - PhD, Health Policy

**Columbia University Mailman School of Public Health**

Master of Public Health (MPH)

**Columbia University - School of International and Public Affairs**

Master's degree

**Sarah Lawrence College**

Bachelor's degree

**UCLA Anderson School of Management**

Johnson & Johnson Health Care Executive Program



The UCLA/Johnson & Johnson Health Care Executive Program (HCEP) is a management development program for executive directors and leaders of health centers and of other community-based healthcare organizations

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