



Alliance Medical Ministry

Executive Director Search

Job Description and Candidate Profile

July 2018



Alliance Medical Ministry

Executive Director Search

<http://www.alliancemedicalministry.org/>

Applications will be accepted through August 6, 2018 or until position is filled.

Mission

Alliance Medical Ministry provides access to comprehensive primary medical care to working, uninsured adults in Wake County.

Vision

All residents of Wake County have access to quality, coordinated primary medical care that improves their health and well-being.

Core Values

The core values of Alliance Medical Ministry are based on the fundamental belief that all people are of worth and value, created equally by God. In carrying out our mission, Alliance embraces the following values: Excellent Holistic Primary Medical Care, Compassionate Care and Service, Professionalism and Integrity, Innovation and Leadership, Responsible Financial Stewardship.

ORGANIZATIONAL SUMMARY

Alliance Medical Ministry (AMM) is a 501(c)(3) non-profit organization providing medical care to approximately 3,000 patients living and working in Wake County.

AMM opened its doors in 2003 to increase access to medical care for low-income, uninsured adults, the largest gap in our healthcare system. These individuals do not qualify for Medicaid or Medicare, do not earn enough to be eligible for healthcare subsidies, and cannot afford to purchase health insurance on their own.

Uninsured individuals are at higher risk of going without necessary care even though they are often those with great health needs; about one in six low-income adults are in fair or poor health, and about a third has a diagnosed chronic condition. Currently, we are a medical home to 2,500 low-income adults. A typical AMM patient lives in a household of three and supports his or her family on \$19,907 a year. To become an AMM patient, individuals may self-refer or may also be referred from emergency departments, the Health Department, social service organizations or word of mouth. For each visit to AMM, patients pay a sliding scale fee based on household income, usually about \$25. This fee places value on the services provided and makes the patient an active participant in their healthcare.

Comprehensive care at AMM focuses on the body, mind and spirit of our patients and incorporates care and services to help our patients improve health and lifestyle outcomes. Key to supporting our patients is to help identify and address barriers to health. AMM provides

access to fresh food through our community garden, health education and disease management classes, yoga and other exercise programs, and cooking and gardening classes. AMM patients also have access to mental health services through our pastoral care and counseling program.

In order to achieve our mission, AMM understands the importance of building strong partnerships and collaborations that inspire shared solutions, and as such has and is collaborating with many Wake County organizations including WakeMed, Duke Raleigh Hospital, UNC Rex, Interfaith Food Shuttle, Capital Area Food Network, Alice Aycock Poe Center for Health Education, StepUp Ministry, Dress for Success, NC Works, Catholic Parrish Outreach Food Pantry, You Call this Yoga, Wake County Medical Society Project Access, FIGS, Advocates for Health in Action, YMCA of the Triangle, United Way of the Greater Triangle, and many others to improve the health and lives of our patients.

JOB DESCRIPTION AND QUALIFIED CANDIDATE PROFILE

The Executive Director works closely with the Board of Directors, Medical Director and members of the management team to successfully carry out AMM's mission and to grow the organization in positive directions while aligning with its vision and core values. The new Executive Director will step in to lead the organization into the next phases of growth and to develop strategy enhancements to better serve the working uninsured of Wake County, as well as to prepare for any changes in the medical/insurance environment (*e.g.*, Medicaid expansion). The organization is working to grow its fundraising capacity and will complete an assessment of its fundraising program by the end of the year.

Hours: Full time with benefits

Duties and Responsibilities:

Leadership

- Provide strategic, visionary leadership to the organization and help spearhead a new strategic plan in the next year.
- Lead the organization in achieving strategic priorities. Maintain and implement the strategic plan in coordination with the Board and staff and ensure its monitoring and evaluation.
- Manage an increasingly complex organization and be able to monitor, plan and implement a course of action for meeting long-range strategic goals.
- Lead internal operations.
- Be the voice of AMM and its mission; work with development and communications staff to create an annual marketing/communications plan to strengthen the organization's status, visibility and reputation in the local communities.
- Become part of the fabric of the community through participation and leadership in local events and panels and through speaking engagements.
- Develop relationships with the Board members, local leaders and donors that will lead

to long-term support and advocacy on behalf of AMM.

- Be knowledgeable about the issues facing uninsured and vulnerable populations in regard to healthcare, social determinants of health, community wide initiatives, and organizational and program impact.
- Identify opportunities to collaborate and develop clinical integration opportunities with strategic partners and other health delivery systems to achieve outcomes.

Fundraising, Resource Development and Financial Management

- Work with Board and staff to ensure that AMM has the necessary resources to fulfill its strategic agenda.
- Work with Board Treasurer, Finance Committee and staff to develop, manage and report on the organization's budget and finances; reporting requirements to funders, auditors, the Board, and local, state and federal authorities.
- Develop a strong and thorough understanding of the organization's finances and accounting methods and be able to effectively communicate and share financial information with Board, staff and others. Work closely with the Board Treasurer.
- Work closely with the development staff on the organization's fundraising efforts and help build a diversified development plan (annual development plan and long-term strategies) to support the organizations sustainability.
- Assist in stewarding major existing donors and help with soliciting lead and major gifts to support an annual operating budget of \$1,600,000.
- Work with the Management Team and Board to identify expansion parameters and to plan for significant investments in staffing, resources and infrastructure.
- Be knowledgeable of the funding, history, major accomplishments and challenges of AMM; engage with key donors, volunteers, and agency partners who are critical to the organization's success while working closely with the Development Committee and Board.

Operations

- Create a healthy, supportive, productive and safe work environment.
- Evaluate and monitor ongoing processes, operations and systems; identify critical needs; and plan and implement strategies for addressing gaps and improving efficiencies.
- Lead and manage day-to-day administrative and non-clinical operations, including supervising Development, Community Outreach and Administrative staff, and Medical Director.
- Support and assist the Medical Director in her/his role in supervising clinical staff and operations.
- Lead and engage appropriate staff, Board and partners in program development and evaluation.
- Working with the Medical Director and other appropriate staff to recruit, hire, and onboard new staff; evaluate and mentor staff; make hiring and retention decisions.
- Take a leadership role in the implementation and expansion of technology to streamline

processes within the organization.

- Oversee and ensure the updating of the organization's personnel manual and the policies and procedures critical to the success of the organization.
- Create a supportive and encouraging environment for staff and volunteers.

Board Relations

- Report to and be accountable to the Board of Directors; keep the Board informed of issues of importance to the organization and keep staff informed of Board decisions.
- Play an active role in the recruitment and orientation of new Board members, and seek ways to maximize each member's contributions. Keep former Board members engaged.
- Assist the Board leadership in creating a culture of philanthropy and support through personal giving, Board involvement in fundraising and positioning the organization for success.
- Keep and maintain open communications with the Board regarding all programs and operations at regular meetings; and report as needed between regular Board meetings to the Executive Committee and/or appropriate Board committees.
- Prepare and provide materials and mailings for regular Board meetings and appropriate Board committee meetings.
- Be able to reach consensus through collaboration.

Knowledge and Experience:

- Master's degree preferred and strong non-profit aptitude.
- 10 years or more of progressive management experience primarily in non-profit sector with at least 5 to 7 years in senior level leadership positions.
- Relevant experience with Triangle-based philanthropic sector preferred. Practical experience and knowledge of laws, rules, and regulations relating to non-profits.
- Proven executive level experience leading an organizational team including fundraising, operations, and financial activities (including overseeing IRS-990 development).
- Experience with a comprehensive development program including donor segmentation, donor relationship management, prospecting activity metrics, major gifts, opportunity tracking, forecasting, reporting, and the rigor associated with the execution of a top-notch development process.
- Prior reporting relationship to a non-profit board of directors.
- Related experience in medical/healthcare/insurance sector is a plus.

Skills and Abilities:

- Excellent verbal and written communication skills; a persuasive and passionate communicator with excellent public speaking skills.
- Excellent problem-solving and decision-making skills. Analytical and decisive decision-maker with ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Excellent organizational and presentation skills. Ability to complete multiple tasks within critical deadlines and a proven and demonstrable prioritization process.

- Strong leadership and management skills. Excellence in organizational management with the ability to coach a senior-level staff of divergent personalities to manage and develop high-performance/cohesive teams.
- Strong management background and proven track record. Ability to point to specific examples and ongoing commitment to data-driven program/business evaluation and use of relevant metrics in management process.
- Proficient with various software programs including Microsoft Word, Excel, PowerPoint, and Outlook.
- Strong customer-service skills with internal and external contacts. Effective in a collaborative/team environment.
- Action-oriented, entrepreneurial, flexible, and innovative approach to operational management.

Compensation: Commensurate with experience and abilities and reflective of salary levels in nonprofit organizations.

To apply: Submit one document that includes your cover letter (providing your salary requirements and how you learned about the position) and your resume and send via email to:

Todd Hemphill
Chair of the Board
Alliance Medical Ministry
AMMsearch@mossandross.com

Applications will be accepted through August 6, 2018 or until position is filled. Alliance Medical Ministry is an Equal Opportunity Employer and values diversity in its workforce.

Writing samples, a short presentation, and five references will be required from finalists.

The consulting firm of moss+ross (www.mossandross.com) has been retained to assist with the search.