



## **POSITION DESCRIPTION**

The mission of the Illinois Association of Free and Charitable Clinics (IAFCC) is to *Strengthen the Illinois safety net to maximize the collective impact of free and charitable clinics by representing and resourcing them to ensure equitable, accessible, and quality healthcare for all.*

The vision of IAFCC is *equitable and high-quality healthcare customized for - and by - every community in Illinois through free and charitable clinics.*

IAFCC is looking to hire a Member Engagement Manager to join our team in support of our mission and vision in the critical role of administering the grant FC-23 for the Illinois Free and Charitable Clinics.

## **POSITION TITLE: Member Engagement Manager**

**POSITION SUMMARY:** This position works directly with the IAFCC team and member clinics to ensure the knowledge and resources needed to successfully provide quality health care services to uninsured and underinsured individuals in Illinois. The member engagement manager position, plans, directs, and coordinates the membership programs of the Association including initial membership development/recruitment, maintaining active membership participation, renewal programs and developing engagement initiatives to support communication and collaboration among free and charitable clinics. This role is key in the implementation of the IAFCC's strategic plan as well as informing the Executive Director of clinic successes, challenges and community issues to inform IAFCC Clinic Capacity Building initiatives and stakeholder outreach and education.

**RESPONSIBLE TO:** IAFCC's Executive Director

**STATUS:** Full time

**TIME COMMITMENT:** Up to 40 hours per week with flexibility in hours based on IAFCC's needs, responsibilities and related tasks.

**LOCATION:** This is a hybrid position that requires a minimum 2 days a week in the IAFCC Office in LaGrange, Illinois.



## ESSENTIAL FUNCTIONS

- **Member Services**
  - a. Responsible for overseeing all aspects of membership services, membership recruitment, membership retention, and membership database integrity/reporting. Provide strategic direction, leadership, and management of these areas to meet organizational goals understanding the vital role health equity plays in IAFCC member services.
  - b. Deliver outstanding, innovative customer service strategies to member and potential clinics via technical assistance/support and in person meetings including, but not limited to clinical program development and expansion, nonprofit management, data collection and analysis, laws and regulations impacting nonprofits, small businesses development and healthcare providers.
  - c. Develop and enhance member engagement opportunities through monthly IAFCC member calls, member newsletters, IAFCC Clinic Committee and outreach with state and other groups.
  - d. Implement ongoing mechanisms for listening to and assessing the changing needs of members, translating member needs into opportunities for expanding member value.
  
- **Quality Performance Improvement**
  - a. Support the IAFCC Operations Manager, in member data collection efforts to assure access to information that will direct strategic and operational decisions.
  - b. Monitors the distribution and reporting of funding to IAFCC Clinics, along with the Executive Director and Grants Manager to member clinics with a strong emphasis on program outcome reports. Serve as staff liaison to assigned Board Committees of the Association: Membership/ State Funds Distribution, and other planning committees as requested by the Executive Director.
  
- **Strategic Partnerships**
  - a. Develop and maintain strong relationships with key health care leaders and organizations that impact the work of clinics and increase access to health care.
  - b. Effectively represent the free and charitable clinics in community or statewide task forces and workgroups.
  - c. Ability to post clinic information on IAFCC Social media platforms



**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Passion for health equity is priority for this position
- The ability to work independently while also functioning effectively as a team member.
- The ability to think strategically, translate that strategy into tactics, and execute flawlessly.
- Ability to interact with a variety of people.
- A strong sense of humor and creativity are necessary.
- Ability to travel to clinics and other external meetings ( must have a valid Drivers License)
- Strong analytical and problem-solving skills.
- Detail oriented and an appreciation for data integrity.
- Strong writing skills and comfort with using social media for external communication. Proficiency with Windows and Microsoft Office (Word, Excel, Access, PowerPoint, Outlook).

**EXPERIENCE AND EDUCATION:**

- Education: Bachelor’s Degree (Masters Preferred) is required.
- Experience: 4-5 years of experience in healthcare, dental, behavioral health or pharmaceutical services is critical. Association and nonprofit management strongly preferred. Understanding of healthcare policy is a plus.

The Illinois Association of Free and Charitable Clinics encourages persons of diverse racial and ethnic heritage, socioeconomic circumstances, gender, age, physical and mental ability, marital status, sexual orientation and gender identity to support IAFCC in our Mission, Vision and Values.

Logistics: This is a full-time position. IAFCC is a hybrid office with work time in the office in LaGrange.

Annual Salary- \$40,000- \$50,000

Benefits- Additional 10% of salary to be used to pay for health insurance, retirement

Interested applicants please contact Melissa Maguire at [executivedirector@illinoisfreeclinics.org](mailto:executivedirector@illinoisfreeclinics.org)