

MedServe Director of Financial Growth and Sustainability Position Description

The Organization

MedServe is a nonprofit organization with a mission to immediately improve the health of communities and vitality of primary care practices while exposing tomorrow's most promising future physicians to the great potential for community impact possible through primary care practice in "medically underserved" communities. We like to introduce ourselves as the "Teach for America, for healthcare."

MedServe was founded in summer 2015 and has 32 fellows in approximately 20 clinics across North Carolina, from the mountains (Hayesville in rural Clay County) to the beach (Wilmington). We have historically operated approximately a dozen Fellow positions a year with support from NC Area Health Education Center (AHEC), the NC Department of Health and Human Services, Blue Cross Blue Shield of North Carolina Foundation, and the Kenan Charitable Trust. MedServe has been actively supported by both Duke University's Center for the Advancement of Social Entrepreneurship (CASE) and the University of North Carolina-Chapel Hill's CUBE.

MedServe has grown on an exponential trajectory, from napkin idea to existing program in one year. It has received strong support both from primary care clinics and interested young people and ground-level demand has often outstripped the level of funding available. In spring 2018, we received approval to become an AmeriCorps program, allowing us to send 25 Fellows into the field and creating a new opportunity for early scaling that is unprecedented in terms of matching financial support to ground-level demand.

The organization is at a crucial crossroads moment where it has an opportunity to expand from pilot to a growing, state-wide organization.

The Team

MedServe is currently supported by a team of two staff and 4-7 AmeriCorps VISTA volunteers at a time:

- Co-founder / Executive Director: Anne Steptoe, currently a resident physician at UNC, functions as CEO and has a part-time medical schedule that allows her to occupy this position as a part-time job;
- We currently have a Managing Director who heads operational and strategic functions of the organization on a day-to-day-basis;
- We are currently outsourcing for an Accountant role through the Jitasa program;
- AmeriCorps VISTAs function to increase capacity of organization operations in different regions of NC and their actions will be coordinated by the Managing Director or Director of Financial Growth and Sustainability depending upon the scope of that VISTA's work

The Role

The organization is seeking to hire its founding Director of Financial Growth and Sustainability to engage with and enhance organizational consulting work around MedServe financial strategy development and execute on the early foundational steps of a development strategy for a high-growth, young non-profit organization.

At its core, the Director of Financial Growth and Sustainability role is a blend of strategy development and execution. On the strategic side of the role, a successful Director will have the opportunity to work

with MedServe's Executive Director to set a three-year financial strategy which capitalizes on MedServe's recent AmeriCorps grant and the subsequent ability of the organization to turn to other strategic priorities besides the year-to-year fundraising for Fellow positions. On the executional side, the Director of Financial Growth will be engaged in direct development work, including relationship management with individual and foundation donors. This will also include exploring new sustainable streams of funding, including the development of direct donor streams.

To be successful, a Director must be a creative and critical thinker with the ability to maximize the impact of their work and be operationally efficient in a small but ambitious organization. This individual must be comfortable in an entrepreneurial environment and possess an exceptionally high level of personal responsibility for achieving ambitious results. As the first occupant of this position, a Director must be excited to not only continue current promising development leads and funding strategies, but also employ entrepreneurial, game-changing strategies and tactics to achieve growth.

Responsibilities

Responsibilities include but are not limited to:

Financial Strategy Development (30%)

- Identify most promising strategies for financial growth of an early-stage nonprofit organization by integrating and interpreting data from financial strategy growth consultancy work;
- Work with the Executive Director to align annual budget development with financial growth strategic plan;
- Report intermittently to the Executive Director with interval evaluation of progress towards financial strategic plan goals

Development Execution (70%)

- Meet prospective donors and supporters on a continual basis to establish effective communications and foster relationships with them. Make direct, face-to-face solicitations as appropriate and managing all donor and staff inquiries in a timely fashion;
- Grow and diversify the individual and foundation donor base of the organization
- With the help of the Executive Director, oversee grant-seeking (including research and proposal writing);
- Manage systems to track and cultivate donors and prospects, and evaluate success of individual development campaigns / strategies;
- Create and update existing outreach documents that support the fundraising process;
- Work with established funding partners on collaborative efforts to maximize fundraising success;
- Maintain gift recognition programs and other formalized efforts to cultivate donor loyalty;
- Train and support VISTA volunteers to assist in development activity capacity-building as appropriate

Requirements

Prior Experience

- Experience in a young or small organization;
- Experience working with individual and foundation or corporate donors

Skills / Personal Attributes

- Strategic thinker who sees the potential for MedServe as a program and organization and is willing to work towards that vision with the enthusiasm of an early organization employee;

- Comfort with the ambiguity of a small entrepreneurial organization; flexible and lean in your operation of core organizational activities;
- Strong interpersonal and writing skills, and enthusiasm in getting out of the office to build external relationships;
- Strong organizational skills, with ability to “self-start” and initiate donor engagements;
- Ability to “manage up” to busy Executive Director, by engaging them when most strategic to achieve financial and development goals and operating independently when more strategic;
- Proficient in Microsoft Word, Excel, PowerPoint;
- Passionate about our mission and knowledgeable about health inequity and the primary care workforce shortage in North Carolina

Work Demands

- Ability to travel across the region (5-6 times per month during peak months);
- Occasional weekend and evening work required

Preferred Candidate Features

- Healthcare / public health or non-profit experience;
- Familiarity with the philanthropic landscape in NC;
- Ability to work out of our regional bases in the Triangle area or Charlotte area and willingness to work from home or in “lean” manner, with frequent virtual team meetings

Apply Now

To be considered for this role, please send Anne Steptoe (anne.steptoe@unchealth.unc.edu) your resume, a cover letter detailing your interest in the position, and your salary requirements. Applications will be processed on a rolling basis, and priority will be given to those received by May 12, 2019.

MedServe encourages applications from individuals of all ethnic, racial, and socioeconomic backgrounds for this position. We are committed to maximizing the diversity of our organization, as we want to engage all those who can contribute to our mission. We are committed to providing equal employment opportunities to all qualified individuals and do not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics (or those of a family member) or any other basis prohibited by applicable law.

Benefits and Salary

This position is slated as a full-time position with \$55,000 salary and benefits.

This job description reflects MedServe’s assignment of essential functions and qualifications of the role. Nothing in this herein restricts management’s right to assign, reassign or eliminate duties and responsibilities to this role at any time.