



JOB DESCRIPTION

JOB TITLE: **Director of Consortia Services,** **STATUS:** Exempt Full-Time
Riverside, CA

REPORTS TO: Chief Operations Officer

DIRECT REPORTS:

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

JOB SUMMARY

The Director of Consortia Services is responsible for the development and execution of consortia services for members in Riverside County. The role serves as a senior leader responsible for developing strategic partnerships, providing policy and advocacy on behalf of members in the region, designing opportunities for members, identifying and negotiating business opportunities, overseeing the development of offerings and services, and leading & executing on strategic plans. Leads and manages relationships with members, key industry leaders, elected officials and other strategic partners. This position is responsible for growing and improving membership outreach, recruitment, retention, service and dues-related activities of the Council of Community Clinics. Works with member CEO's and other leadership staff to develop member-centric integrated solutions and identifies new opportunities for education, services, resources, and business intelligence for decision guidance.

Essential Functions

- Identify and propose a governance structure that will support members in the region
- Research the needs of existing and future members and develop a 3-5 year business plan to support and grow member-centric solutions that are aligned with delivering member value and maximizing financial return while achieving CCC's strategic plan
- Integrates the strategic plan with a designed operational plan. Aligns strategic priorities and goals to create key performance metrics to sustain current members and bring on new members
- Identify and pursue the development of strategic partners, relationships and alliances to represent and support existing and new members
- Establish and cultivate key business relationships with key internal and external stakeholders
- Responsible for development of effective budgets, plans, strategic goals and the performance against budget and plan (for both revenue and expenses) and achievement of goals. This includes the development of a dues structure.
- Develop long-range plans for member growth and engagement along with leadership team.
- Development and execution of strategies and actions building and achieving membership value proposition that creates loyalty among a diverse and involved membership base.
- Responsible for articulation of CCC's member benefits and member value proposition, consistently evaluates CCC's member offerings, and makes appropriate recommendations.

- Work with the communications team to develop and disseminate strategic member marketing materials (e.g., brochures, letters, emails, web).
- Track, analyze and report membership metrics to CCC staff and board members at regular intervals.
- Develop criteria to measure the effectiveness of all membership programs, analyze existing member/non-member demographics, implement data collection processes and conduct market research to determine competition, areas of growth/improvement, membership feedback

Advocacy

- Communicate the vision and mission of the Council of Community Clinics and its subsidiaries to all key external audiences and directly impact how CCC and its subsidiaries are perceived by policy, philanthropy, media and public audiences in the Inland Empire.
- Serve as the primary representative for CCC before the Riverside County Board of Supervisors and other policy making groups, as appropriate.
- Responsible for providing executive leadership to CCC's relationships with its various external stakeholders, integrating the work of its corporate positioning and strategic partnership efforts with its approach to resource identification and development; and, constituent engagement.
- Create and execute the resource/budget plan for the Inland Empire region, interacts closely with the CCC governing body, presents at board meetings and provides staff support to board committees, as appropriate, fulfilling the informational needs of the CCC Board.
- Responsible for fully effective and integrated health policy, advocacy, strategic communication initiatives, programs and services which anticipate the needs of the organization and its members in the region.
- Implements and maintains strategic communication, marketing and media relations programs which inform, influence, motivate and encourage hospital, health plans, physician groups, allied health collaborators, legislators and other community partners to become engaged and participate in support of CCC and its members' development in the region.

QUALIFICATIONS

Skills

Expertise in all major business software applications. Deep understanding of members, strategic planning, market research, marketing and communication, business assessment, and decision-making skills. Demonstrated ability to understand and respond to the needs of target audiences or member segments. Significant business and stakeholder relationship building experience. Well-respected, with proven management, judgment and communications, industry relations, and membership building expertise derived from work with successful organizations. Knowledge of strategic and operational planning. Excellent communication and presentation skills in written and verbal formats. Project management skills to manage schedules and deadlines for ongoing initiatives. Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility. Must be exceptionally skilled at building relationships with a broad range of internal and external customers. Analytical expertise, creative thinking, sound judgment and entrepreneurial/action orientation are all required to be successful.

Education/Experience

Bachelor's degree in Business, Marketing, Strategy or a related discipline. 5-10 years of progressively responsible experience; or an equivalent combination of training and experience related to this job.

Must have skills in government affairs, customer service, operations and relationship-building with a strong background in leadership and business development. A Master's degree in Marketing, Business, or a health related field is preferred.

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by the Council of Community Clinics.

Signature

Date

Employee Name (please print)