



NATIONAL ASSOCIATION OF
Community Health Centers®



**Senior Vice President of
Constituent Services
Bethesda, MD**

DRi Waterstone
HUMAN CAPITAL

DRiWaterstone HC
3033 Wilson Blvd., Suite E-537, Arlington, VA 22201
703-294-6684
www.DRiWaterstoneHC.com



National Association of
Community Health
Centers
EST 1971

Our Mission

Founded in 1971, National Association of Community Health Centers (NACHC) is the leading national advocacy organization supporting community-based health centers (CHCs) and the expansion of healthcare services for the medically underserved and uninsured. Today, 1400 CHCs located in all 50 states and territories serve 30 million patients a year.

What We Do

National Association of Community Health Centers (NACHC):

- ❖ Serves as the leading national advocacy organization in support of community-based health centers and the expansion of healthcare access for the medically underserved and uninsured.
- ❖ Conducts research and analysis that informs both the public and private sectors about the work of health centers, their value to the American healthcare system, and the overall health of the nation's people and communities – both in terms of costs and healthcare outcomes.
- ❖ Provides training, leadership development, and technical assistance to health center staff and Boards to support and strengthen health center operations and governance.
- ❖ Develops alliances and partnerships with the public and private sectors to build stronger and healthier communities and bring greater resources to and investment in community health centers.

NACHC also works closely with chartered State and Regional Primary Care Associations (PCAs) to fulfill their shared healthcare mission and support the growth and development of community-based health center programs. Read more about the Primary Care Association in your state/region.



NACHC's Six Pillars

NACHC's STRATEGIC PILLARS

1



Equity and Social Justice

Center everything we do in a renewed commitment to equity and social justice

2



Empowered Infrastructure

Strengthen and reinforce the infrastructure for leading and coordinating the Community Health Center movement, notably consumer boards and NACHC itself

3



Skilled and Mission-driven Workforce

Develop a highly skilled, adaptive, and mission-driven workforce reflecting the communities served

4



Reliable and Sustainable Funding

Secure reliable and sustainable funding to meet increasing demands for Community Health Center services

5



Improved Care Models

Update and improve care models to meet the evolving needs of the communities served

6



Supportive Partnerships

Cultivate new and strengthen existing mutually beneficial partnerships to advance the shared mission of improving community health

To learn more about NACHC's Strategic Pillars visit <https://www.nachc.org/about/about-nachc/>

www.nachc.org



The Opportunity

NACHC seeks a Senior Vice President of Constituent Services to provide excellent customer service and develop and nurture external relationships by serving potential and existing NACHC members and various stakeholders through membership recruitment and retention, member and potential members services and support, and partnership with state and regional primary care association affiliate members and networks of health centers.

This position is also responsible for strategy development to enhance membership satisfaction and for providing overall growth. Reporting to the Chief Executive Officer, the ideal candidate will be a “closer”, a dynamic leader, an experienced relationship manager, and a seasoned team player with a strong working knowledge of the development and management of stakeholder relationships, strategy, and constituent development within a membership association.

The ideal SVP of Constituent Services will have:

Required Skills/Experience:

- ❖ 7 years of member services experience working within a non-profit and/or association structure, with at least 4 years at a senior leadership position or above with responsibility for membership revenue, managing a team, and budget development and oversight.
- ❖ Experience managing a membership database, including designing registration modules, and standard tracking/reporting for an efficient member experience.
- ❖ Experience developing and executing a compelling suite of membership benefits and services.
- ❖ Experience working in a diverse culture that promotes diversity, equity, and inclusion.
- ❖ Experience identifying expanded revenue models including analysis and recommendations of dues structures.
- ❖ Proven ability to build, manage, mentor, and lead a large diverse team to success.
- ❖ Bachelor's degree.



The Opportunity (Continued)

Preferred Skills/Experience:

- ❖ Prior experience with organizations that have undergone significant growth and change is highly desirable.
- ❖ Background in a healthcare-related membership organization is a bonus.
- ❖ Prior experience serving as a spokesperson for a large organization would be ideal, but not required.
- ❖ Experience that reflects verified satisfaction ratings either directly or via leading a team.
- ❖ Advanced degree.

Primary Responsibilities:

- ❖ Create an exceptional member experience and a compelling suite of member benefits and services.
- ❖ Establish short- and long-range term plans and goals to achieve association membership objectives.
- ❖ Outline a data-driven member engagement, retention, and recruitment strategy and implementation plan.
- ❖ Focus on organizational change, strategy, processes, and efficiencies leveraging association member management software. Manage membership revenue and budgets.
- ❖ Develop strategies and programs to drive aggressive membership goals for member satisfaction and growth.
- ❖ Developing a regional approach to member services leveraging the affiliated state and regional primary care associations and health center-controlled networks.
- ❖ Identify opportunities and collaborate with NACHC's Senior Leadership Team and Board Membership Committee to enhance, develop, and implement member benefits, programs, and services offered by the association.
- ❖ Lead, mentor, and provide management oversight for 2 direct reports and a newly restructured department which will eventually have 16 professionals; identify opportunities for advancing staff skills and expertise.



The Opportunity (Continued)

Key Competencies:

- ❖ Passion for creating an exceptional member experience.
- ❖ Experience with and comfort in a fast-paced work environment.
- ❖ Expert relationship manager with a strong executive presence, the ability to interact effectively at the highest level of an organization, and the savvy to communicate and synthesize complex issues crisply, clearly, and convincingly.
- ❖ Experience leading through organizational change, with exceptional written and verbal communication skills.
- ❖ Excellent project management skills with meticulous attention to detail and deadlines.
- ❖ Intellectual curiosity and commitment to diversity, equity, and social justice.
- ❖ Strong diplomatic skills and experience engaging stakeholders and partners, following through, building consensus, and bringing diverse groups together throughout the process.
- ❖ Proactive approach with a track record of closing deals and building partnerships to increase constituent satisfaction and revenue.





NATIONAL ASSOCIATION OF
Community Health Centers®

Applications can be submitted at:
<https://waterstonehc.com/driwaterstonehc/position/nachc-svp-constituent-services>

DRiWaterstoneHC is managing the search on behalf of NACHC. All first-round interviews for this position will take place via video conference with DRiWaterstoneHC.

DRiWaterstoneHC is an executive search and development consulting firm that recruits senior leaders and works with them to build talented teams, create bold strategic plans, and design powerful fundraising programs.

EQUAL OPPORTUNITY EMPLOYER

NACHC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.