POSITION DESCRIPTION

TITLE: Associate, U.S. Programs
DEPARTMENT: Global Programs
LOCATION: Stamford, CT
REPORTS TO: Program Manager, U.S. Programs
ASSIGNMENT TYPE: Full-Time

ABOUT AMERICARES
Passion and Purpose.

AmeriCares is an emergency response and global health organization that saves lives and builds healthier futures for people in crisis in the U.S. and around the world. Every day, AmeriCares puts critically needed medicines and supplies in the hands of frontline health workers and develops innovative, sustainable health improvements in their communities. We are the leading nonprofit for delivering donated medicines and medical supplies to health programs around the world. We leverage this core competency with emergency preparedness, response and recovery efforts, and programs that improve health outcomes. Our programs increase access to care in more than 90 countries every year.

PROGRAM SUMMARY:
AmeriCares U.S. Program partners with more than 850 health care safety net organizations from across the United States and provides them with free medicines, vaccines and medical supplies for their low-income, uninsured and underinsured patients. Our partners include the full spectrum of the U.S. health care safety net: free and charitable clinics, community health centers, rural health clinics, county health departments, nonprofit hospitals and charitable pharmacies. By supporting the health care safety net with in-kind donations of medicines and medical supplies, AmeriCares provides critical budget relief to its resource constrained partners, reduces patients’ out-of-pocket expenses, and expands treatment options available to patients.

With support from several family foundations, AmeriCares launched a new Mental Health Initiative in 2015 to support community mental health centers and other non-profit providers in the U.S. mental health safety net. This initiative falls under the umbrella of U.S. Programs.

POSITION SUMMARY:
AmeriCares is seeking an Associate for the U.S. Medical Assistance Program. She/he will be responsible for onboarding new partners and managing existing partners in the new Mental Health Initiative and will also support the initiative’s outreach and expansion efforts. In addition, the Associate will support and contribute to the activities of the larger Medical Assistance Program, including monthly and quarterly reporting for all U.S. efforts.

This full-time position is grant funded with a commitment until December 2017 with the potential for funding to be extended.
DUTIES AND RESPONSIBILITIES:

Mental Health Initiative:

- New partner onboarding
  - Communicate requirements for partnership and program details with potential partners
  - Evaluate ability of applicants to participate in the program and ensure that all meet program standards and requirements
  - Review new applications, ensuring that all new organizations meet AmeriCares U.S. standards, conduct introductory phone calls to vet potential partners, manage follow up, and approve new partners
  - Complete follow up with partners who have pending applications (i.e., encouraging new partners to finish partially complete applications, submit follow-up documents, etc.)
  - Collect and store all forms, certificates, etc. required for partnership and their key staff
  - Complete batch 501(c)(3) verifications using Guide Star

- Partner management
  - Manage uspartnerships@mericares.org inbox: Communicate with partners around USAccess accounts, donations and shipments, and address questions and issues
  - Maintain active and engaged partnership network through outreach to partners around special initiatives and other opportunities, as well as specific outreach to partners whose accounts have lapsed
  - Identify partner compliance violations and inform program leadership to activate response
  - Manage all communication to partners related to program policies and requirements
  - Ensure the accuracy of ongoing contact list by following up on email bounce backs
  - Identify partner compliance violations and inform program leadership to activate response

- Compile state lists of community mental health centers and other mental health safety net organizations
- Manage email outreach to community mental health associations, organizations and providers
- Program and disseminate surveys to the MHI partner network, compile and analyze results and synchronize responses with partner records in Salesforce
- Support the development of donor slide decks/presentations: on quarterly basis, printing, collating and disseminating slide binders prior to donor meetings
- Manage conference bookings and marketing materials for the MHI
- Exhibiting at national, state, local conferences to promote the MHI and network with potential partners
- Manage donor feedback requests, patient stories, etc., for the MHI

Reporting

- Manage data collection and storage and program reporting for both the U.S. Medical Assistance Program and the Mental Health Initiative that falls under the umbrella of the U.S. Program
  - Create monthly program reports summarizing partnership network and donations distributed
  - Create quarterly reports providing in-depth information on program outputs and trends
  - Respond to report requests for information from internal and external constituents
    - Ensure that numbers reported are accurate
    - Work with internal constituents to resolve data discrepancies
  - Develop periodic partner surveys and complete all related data analysis and reporting
**Additional Program Support**
- Design work and collateral development in Adobe InDesign
- Conduct research as needed and prepare reports as requested
- Serve as back up for processing orders and updating inventory as needed
- Managing and updating the conference tracker for the MHI, including researching potential conferences to consider for exhibiting

**CORE AMERICARES RESPONSIBILITIES:**
- Foster AmeriCares values of responsiveness, results orientation, collaboration, efficiency and integrity.

**QUALIFICATIONS:**
- Bachelor’s degree required, with a social sciences degree preferred
- Experience in the public or domestic health care field preferred
- Experience handling business correspondence, meeting preparation, database and file management preferred
- Microsoft Office proficiency (Outlook, Word, Excel)
- Experience with Adobe Suite, including Adobe InDesign
- Exceptional organization skills and attention to detail
- Demonstrated ability to multi-task and independently reprioritize focus
- Excellent interpersonal and communications skills
- Customer-service orientation; curiosity to understand partners’ needs and willingness to advocate for partners both internally and externally
- System and process orientation
- Self-starter with ability to succeed independently and as a part of a team
- Must be resourceful and a demonstrated problem solver
- Must have unrestricted authorization to work in the United States
- Driver’s license required
- Writing sample will be requested

**TO APPLY:**

Please visit our Talent Portal and apply via the unique url link below:

http://bit.ly/1LX2UB7

Or,

You can visit our website Careers Page at:
http://www.americares.org/aboutus/jobs/ and apply to the posting.