



POSITION DESCRIPTION

Equity & Partnerships Director

Reports to: VP of Marketing & Communications Position Status: Exempt

Supervises: No one Effective Date: 5/18/23

GENERAL SUMMARY

The Equity & Partnerships Director will provide leadership to position Northwest Kidney Centers as a key community partner serving diverse and underserved populations. With support of the Executive Team and Board of Trustees, the Director will build on existing efforts to deepen collaborative relationships with strategic community partners and build an infrastructure to support diversity, equity, and inclusion efforts.

The ability to inspire cultural change and demonstrate success working collaboratively across the organization is a must. This position is highly visible and requires experience working with external partners and all levels of the organization, including the Board of Trustees.

DUTIES AND RESPONSIBILITIES

- Identifies key community partners and establishes and/or deepens relationships to better serve patients, advance diversity, equity, and inclusion efforts, and increases grant funding.
- In partnership with Human Resources, identifies opportunities to train and support staff in delivering care to marginalized and underserved populations.
- Works collaboratively with the grant writer on funding opportunities that deliver patient programs to underserved populations.
- Acts as a resource and works collaboratively with the grant writer on grant applications.
- Serves in a lead role for the employee Diversity, Equity, and Inclusion committee.
- Participates in the Patient Advisory Council.
- Actively participates in promoting Equity & Partnerships work, including regular reporting to the Executive Team, Board, donor stewardship briefings, etc.
- Manages an annual budget.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. The position requires demonstrated skills in Microsoft Office products and knowledge of accounting software. Duties and responsibilities are performed in an office environment.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Must have strong visual acuity to read and inspect information on monitors.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

EDUCATION AND EXPERIENCE

Bachelor's degree preferred. Requires 5+ years of experience in building community partnerships to serve diverse and historically underserved communities, including 2+ years in the healthcare space. A strong understanding of industry benchmarks, frameworks, leading practices, and innovation in DEI is a must. Requires the ability to work cross-organizationally and affect culture change. An equivalent combination of education and experience may be considered in lieu of a degree.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

Vice President of Human Resources/CHRO

Date

Vice President of Marketing & Communications

Date