



Title: PI Community Engagement Manager

Job Family: Manager of Process

Employee Name: TBD

Employment Status: Exempt

Supervisor Title: Director, Specialized Projects

Date Revised: 06/14/2021

Summary of Position:

The Primary Immunodeficiency (PI) Community Engagement Manager is responsible for engaging with PI community members to inform and lead efforts to plan, direct, and/or coordinate initiatives designed to promote programs, advocacy, research and resources supporting those living with PI. The PI Community Engagement Manager ensures a high-quality experience for our members.

Position Responsibilities:

- Serve as the IDF representative responsible for intake and onboarding of new members to the IDF PI community.
- Direct incoming requests from individuals with PI, families, and healthcare professionals by working cross-functionally to provide accurate information and support, including specialist location.
- Track trends reported by the PI community to ensure patients have access to care and identify the particular health care needs of individuals in a specific community or target area and report issues to the appropriate department.
- Remain abreast of relevant advancements and ensure effective translation and promotion to the PI community
- Provide outreach and assistance to new members via IDF Direct about the foundation's programs and resources to manage their care.
- Connect new members via IDF Direct to other resources, supports, and programs available outside of the Foundation, as needed
- Serve as the organization's liaison with individuals diagnosed with PI and family members.
- Manage the data records and document engagement, inclusive of demographic characteristics, history and extent of disease, diagnostic procedures, or treatment.

- Collaborate with internal staff to ensure necessary program planning, development, and management activities function efficiently.
- Plan, organize, and lead regularly scheduled committees and task force to ensure program objectives are achieved.
- Train and supervise volunteers required for outreach.
- Other duties as assigned.

Education:

- Bachelor's degree or equivalent experience in health education, public relations, or human services, preferably in a medical field.
- Any equivalent combination of training, education, and experience that demonstrates the ability to perform the essential functions of the position.

Experience:

- Minimum of 2 years' experience as a Program Specialist in a relevant position.
- Excellent human relations skills.
- Experience in working in a culturally diverse community setting.
- Bilingual in English and the Spanish language, preferred.
- A considerable amount of work-related skill, knowledge, or experience is needed to perform the essential functions of this role.

Technical Requirements:

Proficiency in the following software programs is necessary for this role:

- Microsoft Office, including Word, Excel, PowerPoint, Outlook
- Internet Browsers (Firefox, Chrome, Internet Explorer)
- CRM software
- Project management software

Job Competencies

Universal Competencies for All Staff:

Details key behaviors necessary for each employee to perform effectively across whole organization. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Adaptability:** Adapts well to changes in assignments and priorities; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; approaches change positively and adjusts behaviors accordingly.

- **Communication:** Uses effective and accurate writing and speaking skills; clearly conveys and receives information to others in a timely manner that engages the audience, helps them understand the message, and invites responses; includes all relevant team members when sharing information.
- **Customer/Client Focus:** Makes customers (both internal and external) and their needs a primary focus of one's actions; developing and sustaining customer relationships.
- **Planning and Organizing:** Organizes work, sets priorities, and determines resource requirements; determines necessary sequence of activities needed to achieve goals in a complete and timely manner.
- **Teamwork:** Participates as an active and contributing member of a team to achieve team goals. Builds strong work relationships and adjusts to how individuals and organizations function and react. Responds positively to feedback and incorporates it into work. Works cooperatively with other team members, involves others, shares information as appropriate, and shares credit for team accomplishments.

Competencies for Managers of Process:

Details key behaviors necessary for each employee to perform effectively in their specific role. Target behaviors guide the goal setting and performance evaluation process. As each employee ascends in their career journey, they cultivate and utilize the new skills they acquire at each level.

- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Managing Work:** Shows ability to plan, schedule and direct work of self and others. Balances task requirements and individual abilities. Sets challenging yet achievable goals for self and others. Comfortably delegates responsibilities, tasks, and decisions; appropriately trusts others to perform; provides support without removing responsibility.
- **Decision Making/Problem Solving:** Identifies and understands issues, problems, and opportunities. Compares data from different sources to draw conclusions. Analyzes problems into components and recognizes interrelationships with an awareness of strategic priorities and objectives; makes sound, well-informed, and objective decisions. Compares data, information, and input from a variety of sources to draw conclusions; takes action that is consistent with available facts, constraints, and probable consequences.