



Patient Services, Inc. seeks Director, Patient Assistance Funds

Position Reports to Vice President Business Development & Strategy

Whether you're already in the nonprofit healthcare arena or you are at that stage in your career when you're ready to make the move from the commercial side of healthcare over to the nonprofit space, we need you, and the patients we serve need you.

We are looking to hire an extraordinary person to join our leadership team to help us grow, and to help us realize our vision which is to see the day when patients and families living with rare, life-threatening, or life-altering conditions no longer struggle to access the treatment and assistance they need to lead their best lives.

To help accomplish this vision, we, with the generous contributions from our donors, provide the financial safety net, products, services, and assistance to patients and families living with rare and chronic diseases and disabilities.

And now we are on a mission to accomplish this for more patients, in more and better ways. This is why we need you. This is why we are seeking a Director to lead our Patient Assistance Funds.

This national highly visible and critical role is the primary point of contact for all current and prospective pharmaceutical donors for PSI Disease programs and works to ensure all programs are adequately funded. This position is a member of the PSI leadership team and coordinates with all members of the organization while working within the OIG and Compliance framework.

The incumbent may live anywhere in the US with preference near easily accessible travel hubs.

Essential Duties and Responsibilities

- Develop and communicate a compelling story, customized and personalized for each donor and prospective donor, providing the motivating reason for their organization to support PSI and the patients we serve.
- Manage the donor application process including identification, development, submission, follow-up, and contracting through receipt of donation.
- Help establish, meet, and exceed financial targets set for disease program patient assistance funds.
- PSI Disease Fund Programs
 - Secure donations from existing donors to both expand the depth of their support (more funding for current programs) and breadth of their support (new funding for programs they do not currently fund).
 - Identify, solicit, and secure donations from new donors to expand PSI's Disease Program donor base, coordinating with the Executive Director of the P.S.I. Foundation as needed.
- Work with the Clinical Program Director to identify opportunities to develop and support new PSI Disease Programs.
- Maintain a comprehensive donor relations program using PSI's CRM system:
 - to ensure donors and prospective donors experience high-quality interactions with PSI that foster long-term engagement and support,
 - to manage the application process,



- to manage the contacts, and
 - to provide donors acknowledgement of donation, and reporting of results and activities.
- Attend relevant trade and industry conferences and pursue speaking opportunities to become a sought-after subject matter expert.
- Work with Marketing to ensure compelling targeted messaging for donors and prospective donors with the necessary frequency to keep PSI top of mind and positioned as the Nonprofit Patient Assistance Program (PAP) of choice.
- Identify the strategy, competitive positioning, organizational capabilities, strengths and weaknesses of both PSI and the other Nonprofit PAPs.
- Ensure compliance with the OIG and Compliance framework in all aspects, including communications with donors and prospective donors.

Qualifications and Experience

- Extensive contacts and relationships within the pharmaceutical industry, and an understanding of standards and compliance framework required.
- Minimum of five years direct sales or related experience in the healthcare industry required.
- Connections and relationships with other relevant industries, medical associations, healthcare key opinion leaders, and patient advocacy groups.
- Knowledge of Medicare, Medicaid, Specialty Pharmacy, 340B programs and state contracting a plus.
- Experience creating recurring revenue streams through cause marketing a plus.
- Exceptional understanding of philanthropy as it relates to the not-for-profit organization and the desire to serve more patients through emotive storytelling and compelling needs-based cultivation.
- Excellent written and oral presentation skills that are effective with a diverse range of audiences including board members, internal staff, donors, executives, potential funding partners and all stakeholders.
- Enjoys, understands, and has the persistence and skills to overcome the challenges with prospecting and establishing new relationships across all levels of donor organizations.
- Ability to maintain a high level of professionalism and confidentiality.
- Proven ability to build and manage meaningful professional relationships.
- The ability to work independently and collaboratively; detail oriented, well organized, focused and goal-oriented, with a high level of initiative and energy, as well as possessing critical and creative problem-solving skills.
- The knowledge and ability to create and implement a comprehensive donor relations program, including adherence to CRM account documentation requirements.

Requirements:

- Ability to convey a high degree of commitment and passion for the PSI vision and mission, and empathy for the patients we serve.
- Embody the PSI values of integrity, compassion, innovation, community, leadership, and excellence.
- Bachelor's degree.
- Strong PC skills, proficient in Microsoft Office (Word, Excel PowerPoint, and Outlook), CRM platforms, and experienced with videoconferencing (eg Zoom, Teams).
- Excellent verbal, written and digital communication skills.
- Ability to travel approximately 25-30% of the time, or more as required.
- Must be able to sit or stand for extended periods of time, lift up to 25 lbs. and perform other basic physical demands of the position as needed.
- Valid driver's license.



Personal Attributes

- Strong Business Acumen
- Executive Presence
- Strategic Leadership & High Moral Character
- Innovative and Entrepreneurial
- Skilled Communicator with Superb Interpersonal Skills
- Complex Problem Solver, collaborator
- Financial Modeling
- Self-motivated, results and mission driven
- Highly Organized

About Patient Services, Inc.

PSI is a national 501(c)(3) charitable organization created in 1989 dedicated to assisting patients throughout the US who are living with rare and chronic diseases. We assist patients in securing health insurance, subsidizing insurance premiums, drug co-payments and ancillary services related to a patient's condition. PSI does not provide a set financial grant to patients, rather we help pay for direct costs of insurance and care based on financial need to maximize the ability for patients to continue to live their best productive lives. Assistance is made possible through private and corporate donations. PSI holds 12 consecutive 4-star ratings from Charity Navigator for effective resource management and fiscal responsibility. We operate under a positive opinion from the U.S. Department of Health and Human Services Office of the Inspector General issued in 2002 and modified in 2017 (Ad. Op 02-01).

EEOC and Diversity statement

PSI is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Compensation and Application Requirements

Candidates are expected to understand the specific and unique circumstances of PSI's Integrity Agreement and OIG opinions and should address how his/her experiences will contribute to the future success and growth of PSI. Applications without a thoughtful cover letter will not be considered.

Salary range is \$100,000-\$120,000 commensurate with experience and qualifications. A generous benefits package includes paid holidays, paid time off, health, dental and vision insurance, life insurance, short term disability insurance and matching contribution to a 401k retirement plan after meeting eligibility requirements.

Send application materials to Heather Reinecke HR Director hreinecke@unneedpsi.org. To ensure your submission is considered, please include **Director, Patient Assistance Funds** in the subject line.