

## Director of Operations & Patient Services Job Description

Are you a mature, confident, detail-oriented, and organized individual who is looking for a new challenge? Would you like to join a small but dynamic group of mission-driven people who want to make a difference in the lives of those living with lupus? If so, we would like to speak with you!

The Lupus Foundation of America, Indiana Chapter, offers multi-level support to people with lupus and their families while advocating for better healthcare policies and contributing to lupus research. We are currently seeking a competent, experienced Director of Operations & Patient Services to serve our patients and help us expand our reach throughout the state of Indiana.

### Position Responsibilities

- Office Management & Operations.
  - o Serve as primary point of contact (phone, email, walk-ins).
  - o Maintain office supplies, equipment, and activity records (files).
  - o Assist with copying and mailings.
  - o Database support including creating and maintaining constituent records, creating patient education event registrations, and database reporting.
  - o Batch and deliver deposits (contributions, sponsor payments).
  - o Interface with vendors and accountant.
  - o Process invoices for payment.
- Patient Services.
  - o Coordinate patient education and support activities.
  - o Build and maintain community partnerships with providers, vendors, and other patient resources.
  - o Organize education and outreach initiatives.
  - o Work with interns and volunteers
- Events.
  - o Support event planning committees.
  - o Assist CEO with securing event sponsorships and other event-related tasks.
- Miscellaneous.
  - o Provide administrative support to CEO and other team members.

### Qualifications

- Bachelor's degree from an accredited institution.
- 1-3 years experience in an administrative role.
  - o Preference given to those with nonprofit experience.
- Experience working with or serving as a volunteer within a nonprofit organization.
- Empathetic demeanor and desire to help others.
- Strong interpersonal skills.
- Ability to manage multiple projects, prioritize, and meet deadlines.
- Detail-oriented and adaptable to changing situations.
- A positive attitude and a willingness to speak your mind and challenge the status-quo.