



**National Organization of Rheumatology Management Mission:** To be a forum by which we promote and support education, expertise and advocacy for rheumatology practices and their patients.

**National Organization of Rheumatology Management (NORM) Objectives:** Develop and maintain a forum for gathering, analysis and distribution of information pertaining to rheumatology practice administration; Promote cooperation, understanding and fellowship among its membership; Serve as a focus for the education of its members and the practices they serve; Be conscious of, and work toward, the resolution of problems confronting rheumatology medical practices; Serve as a conduit for communication with and through any organization providing rheumatologic care; Serve as a liaison between members who have special areas of expertise in rheumatology practice management, and those individuals/practices who are searching for this type of expertise; Through the education, support and mentoring activities of its manager members, enhance patient access to affordable, efficient rheumatologic care, and to enhance each member's ability to provide such care in his/her practice; Provide a forum for members to network with others whose knowledge base complements and/or enhances their own; Enhance rheumatology advocacy efforts.

**The NORM Manifesto:** We see NORM as a vehicle in leading and influencing the rheumatology community. Effective practice management is the key to a successful healthcare practice; and for us, effective rheumatology practice management calls for management excellence.

Rheumatology practice managers perform diverse roles. We are an organization of passionate, empathetic people who support, educate and welcome members no matter their preferred roles. We ensure that our members and their staff perfect the known; and – since we may not know what we don't know – to encounter the unknown with courage.

As practice managers, we are leaders, and so at NORM we are committed to leadership development. We not only equip our members to perform the skills of effective leadership; we also support our members in confronting complex challenges. For example, how to lead in response to regulations, or limitations in resourcing; or when the leadership component of the practice manager position is not given due regard.

We partner with one another to guide all members in conquering whatever comes their way. This is our home.

Together, we achieve excellence!

## Executive Director Job Description

<b>Job Title:</b>	Executive Director
<b>Hours:</b>	Full-time (part-time applicants may be considered)
<b>FLSA Status:</b>	Exempt
<b>Work Location:</b>	Flexible; may work from home; some travel is expected (post-pandemic)
<b>Immediate Supervisor:</b>	Board of Directors (BOD)
<b>Supervisor To:</b>	NORM Committees, Independent Consultants (Newsletters, Healthcare Policy, and Certification Programs)
<b>Shared Responsibility With:</b>	Administrative Director (AD) & Certified Public Accountant (CPA)

### Purpose of This Position

This new member of the NORM organization will be responsible for managing and recommending programming in accordance with NORM's stated mission and objectives, within the directives and guidance given by the BOD. This individual will embody the spirit of NORM's manifesto and ensure it is carried out in all we do. This individual will work hand-in-hand with our experienced Administrative Director to build even greater momentum and continue moving our organization forward. This individual will have responsibility over the quality and efficiency of our programming and continue to demonstrate our increasing value to stakeholders. They will responsibly use the organization's financial resources, staff, and volunteers in providing direction, leadership, and coordination of activities.

### Duties and Responsibilities:

#### Programmatic Support and Service Delivery

- A. Provide programmatic and administrative support to the NORM Committees. Motivate volunteers and assist in completing tasks to achieve committee goals.
- B. Support existing programs and work collaboratively with the BOD and the AD to develop new programming (as needed) which reflects the strategic direction for the organization.
- C. Establish goals and objectives for each program and service; offer updates to the BOD on progress.
- D. Implement an effective and cohesive management system to achieve these goals and objectives.
- E. Work with chairs to create and periodically update "volunteer job descriptions" for their committees.

#### Membership & Fundraising

- A. Work to assure an annual funding plan is established and implemented through robust membership, corporate membership, conference sponsorship, and special project fundraising.
- B. Serve as the main liaison between members and the NORM organization.
- C. Fully participate in membership building and fund development activities, including attending industry events, corporate member meetings, making asks, etc.

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- D. In conjunction with the AD, assure the appropriate stewardship of members, corporate members, sponsors, and donors.
- E. Assure the appropriate management and use of funds raised for special projects.

### **Community and Public Relations**

- A. Represent the organization, its mission, its programs, and its services consistently with a strong, positive image to relevant stakeholders.
- B. Develop and nurture collaborative relationships with similar organizations whose mission and objectives align with NORM.

### **Board Administration and Support**

- A. In cooperation with the AD, act as advisor to the Board of Directors in the carrying out of its policy-making responsibility.
- B. Keep the board informed about key aspects of programmatic operations.
- C. In cooperation with the AD, oversee the translation and implementation of Board policies into effective action.
- D. Serve as backup for administrative support of the board when the AD is not available.
- E. Openly provide all information the board requires to conduct its governance role and respond to information requests from the board.
- F. Meet regularly with the AD & BOD Executive Committee.
- G. Serve as advisor to the Board of Directors, NORM Ventures Board of Directors, and all NORM committees.

### **Financial, Tax, Risk and Regulatory Management**

- A. In conjunction with AD, CPA, and NORM's Finance Committee, recommend a yearly budget for Board approval.
- B. In conjunction with the AD and CPA, assure all financial, tax, risk and regulatory requirements for the organization are fully met and executed according to current laws and regulations.
- C. Practice open and timely communication about financial issues with the BOD.
- D. In conjunction with the Treasurer & CPA, perform ongoing financial and budget reviews.

### **Human Resource Management**

- A. In cooperation with the AD, assure the selection, supervision, and evaluation of quality staff and/or independent contractors to help deliver NORM services.
- B. In cooperation with the AD & BOD, develop and follow all authorized personnel policies and procedures that fully conform to current laws and regulations.
- C. In cooperation with the AD, ensure staff orientation, training, and development.

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## Required Qualifications:

- Effective verbal and written communication skills.
- Project management skills working at a high level in a healthcare or non-profit setting, including dealing with confidential or sensitive matters.
- High school graduate or equivalent (GED).
- Experience managing people and experience in a customer service environment.
- Ability and willingness to travel (post-pandemic), as well as work outside the normal workday.
- Evidence of exercising professional judgment and discretion. Ability to anticipate problems and confidence to proactively initiate appropriate action or response.
- Experience and comfort working in multiple software platforms including Microsoft Office, Outlook, and Zoom, among others.

***Note: candidates must meet the required qualifications to be interviewed and considered for the position.***

## Desired Qualifications:

- Post-secondary degree, 10 years of applicable experience, or the equivalent combination of education and experience.
- Seven to ten years of progressively responsible management experience in a Rheumatology-focused medical practice.
- Previous experience serving on a non-profit board and/or managing a board of directors.

## Work Schedule:

Approximately 40 hours/week; Hours typically fall within normal eastern time zone business hours, but work shifts require flexibility to meet organizational & member needs; Occasional evening & weekend work will be required.

## Applications Must Include:

- A cover letter expressing why you are well-suited to be the first Executive Director of the National Organization of Rheumatology Management. Be sure to include specific examples from your experience which make you qualified for the position.
- Resume or Curriculum Vitae.

## Applications can be submitted via:

Email: [NORM.Jobs@rheumhelp.com](mailto:NORM.Jobs@rheumhelp.com)  
Subject: NORM Executive Director Search

FAX: (910) 254-1091  
Attn: NORM Executive Director Search

**Applications Due by Friday, November 27, 2020**

**Inquiries:** Inquiries can be made by leaving a voicemail at (517) 908-3606.

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