**Executive Director**

Phoenixville Free Clinic

Phoenixville, PA

Phoenixville Free Clinic (PFC), formerly known as “The Clinic,” is a 501(c)3, licensed, non-profit organization and free health care clinic providing high quality medical services to adults and children who are uninsured and underserved in an atmosphere that fosters dignity and respect. Founded in 2002 to serve patients in Phoenixville, PA and the surrounding area, Phoenixville Free Clinic is recognized by community and professional organizations for the dedication and quality of care provided by its staff and volunteers. Medical services include primary care, specialty care and lab services. A Behavioral Health program was introduced in 2023.

Phoenixville Free Clinic began as the dream of two women, Dr. Lorna B. Stuart and The Reverend Marie Z. Swayze, to create a medical center that would provide comprehensive healthcare to those who did not have medical insurance. Since opening its doors, PFC has cared for over 175,000 patients in the Greater Phoenixville area and routinely serves individuals facing adverse socioeconomic conditions and multiple health problems. Between 50-60% of patients are native Spanish or Portuguese language speakers who are served by staff translators and LanguageLine®.

Phoenixville Free Clinic’s mission of providing access to quality healthcare is enabled through partnerships with Phoenixville Community Health Foundation, Independence Blue Cross Foundation, United Way of Chester County, Paoli Hospital/Main Line Health, and Phoenixville Hospital/Tower Health among other community supporters.

**Position Summary**

The Executive Director will have overall strategic and operational responsibility for staff, programs, finances, fundraising, external relationships, and execution of Phoenixville Free Clinic’s mission in a manner consistent with the vision, goals and values of the organization and Board of Directors. This position is dually focused on providing day-to-day leadership to staff and volunteers and guiding forward-looking initiatives to reimagine and ensure the long-term sustainability of PFC’s mission into the future.

The Executive Director will play a primary and highly visible role in identifying and developing funding opportunities and promoting collaborative partnerships and connections with a broad range of community non-profits, healthcare providers, private foundations, public charities, faith-based groups, educational institutions, government agencies, and other organizations concerned with access to healthcare services for uninsured members of the community.

Working in collaboration with the board, staff, volunteers and partners, this role sets the vision, builds consensus, and fosters a culture of shared teamwork toward common objectives. The new leader will bring a resourceful, entrepreneurial mindset to help the organization meet unanticipated challenges, adapt to changes in the healthcare industry, and pivot toward opportunities that align with strategic goals.

**STRATEGIC LEADERSHIP**

* Serves as the “CEO” to provide inspirational leadership and direction to all staff that ensures the continuous progress towards its strategic goals development and management of a professional, efficient, compassionate, and quality-focused organization.
* Ensures that there is a multi-year strategic plan in place, approved by the board and reviewed semi-annually.
* Establishes effective decision-making processes that will enable PFC to achieve long- and short-term goals and objectives.
* Facilitates implementation of the strategic plan and takes action to achieve goals and objectives and measure outcomes.
* Oversees hiring and supervises staff. Evaluates staffing needs to align with workflow demands and changes in the operating model.

**OPERATIONS**

* Ensures organizational structure and individual job descriptions are optimal to meet strategic goals.
* Provides leadership and coaching to develop and retain a high-performance team.
* Works cooperatively with the Medical Director, Associate Medical Director and other key staff and volunteers to ensure efficient day-to-day operations and continuing delivery of a high level of patient care.
* Identifies opportunities to improve operational efficiency and adapt to changing requirements; Plans and implements changes in workflow processes and policies and procedures in collaboration with the PFC team.
* Supervises hiring, provides annual and ongoing performance feedback that rewards outstanding performance, and holds staff accountable when expectations are not met.
* Ensures that there is effective orientation for new employees and an ongoing training program that includes assessment of staff needs.
* Implements succession planning for key positions. Identifies individuals with potential for advancement and provides training plans to ensure continuation of service.

**BOARD OF DIRECTORS RELATIONSHIP**

* Collaborates with the Board of Directors to support planning, operations, and fulfillment of PFC’s mission; Develops annual goals and objectives for the board and its committees.
* Seeks out and builds board involvement on strategic decisions and direction.
* Works with the Board Chair to develop agendas and distribute materials for board meetings and oversees administration and tracking of all recommended board actions.
* Ensures actions of the board are implemented, and the results of the actions are reported to board members in timely and concise reports.
* Serves as ex-officio of each committee.
* Assists in the identification and orientation of new board members.

**FUNDRAISING & DEVELOPMENT**

* Guides revenue-generating activities to provide adequate reliable income to support PFC’s mission.
* Collaborates with the Advancement Director to create and implement an annual fundraising plan.
* Cultivates and strengthens relationships with donors (individual, foundation, corporate and community) to garner new fundraising opportunities.

**FINANCIAL MANAGEMENT**

* Develops an annual budget for approval by the board, including operational goals and objectives and performance measurements.
* Ensures that financial affairs are conducted in accordance with policies and guidelines established by the board and generally accepted accounting principles.
* Closely monitors progress of Phoenixville Free Clinic’s fundraising plan and reports to the board; Adjusts expenses where needed to meet revenue projections.
* Monitors annual audit and tax reporting processes to ensure timeliness and compliance.
* Works with the Business Director to negotiate vendor and supplier contracts. Monitors and evaluates service agreements to optimize value and reduce or avoid expense.
* Stewards the organization’s resources carefully and adheres to budget.

**FACILITIES**

* Oversees facilities to ensure optimal space usage to support the mission.
* Ensures that a routine maintenance program is operational.
* Responds to non-routine repairs and service needs in a cost-effective manner.
* Ensures that sound risk management and safety policies are in place.
* Routinely assesses safety and security aspects of the facility. Identifies areas for improvement and implements immediate changes for critical items.

**REGULATORY COMPLIANCE**

* Ensures that Phoenixville Free Clinic maintains compliance with all state, federal, and local laws and regulations.
* Manages documentation and surveys with regulatory agencies that include PA Department of Health and Human Services, Chester County Health Department, and Health Resources and Services Administration (HRSA).

**COMMUNICATION & KEY RELATIONSHIPS**

* Maintains frequent and collaborative communication within Phoenixville Free Clinic and strong, positive links with the board and community at large.
* Clearly define and communicate roles and responsibilities to staff and set goals and objectives that align with strategic planning.
* Ensures that there is frequent formal and informal communication with all staff in order to provide timely information exchange on topics including: changes in policies and staff, facilities safety and security, strategic planning, and opportunities for feedback/suggestions for improvement.
* Serves as a strong, positive ambassador for Phoenixville Free Clinic and ensures effective communication with the community at large through print, electronic communications, and social media.
* Works with PFC Board of Directors and Board Chair to identify, establish and maintain collaborative relationships with professional organizations, community groups, government agencies, local hospitals, and other non-profit organizations as they relate to aspects of the mission.
* Represents Phoenixville Free Clinic at legislative and non-profit organizational meetings as directed by the board.

**Candidate Profile**

The ideal candidate will bring well-rounded, entrepreneurial leadership skills and experience from a related community-based, non-profit organization with the ability to inspire and connect people toward a shared purpose and mission. The individual we are seeking will be a dynamic leader and advocate for helping those who need access to quality healthcare services through community partnerships, collaboration, and volunteer support.

The desired candidate will possess substantial fundraising experience with a history of successfully generating new revenue streams and improving financial results. The ability to think and plan strategically and creatively, while maintaining direct involvement in the management of multiple projects and day-to-day operations, is critical in this role. The successful candidate will have solid business and financial skills and demonstrate a commitment to building strong relationships with a wide network of organizations and community stakeholders.

**Qualifications**

* A Bachelor’s degree in Business Administration, Social Work, Nursing, Public Health or a related field is required. A Master’s degree is desirable but not a requirement for consideration.
* A professional background in non-profit organizations with a minimum of five (5) years of supervisory/management experience progressing to a leadership role is required.
* A background in public health and understanding of primary care access and healthcare trends are desirable.
* Demonstrated experience planning and implementing successful fundraising and development initiatives.
* Leadership approach and philosophy that respects people with diverse backgrounds, and values shared ownership, transparency, participation, and recognition.
* Positive and resourceful mind-set.
* Ability to get results with lean resources.
* Sound judgement and decision-making ability.
* Exceptional communication and interpersonal skills.
* Bilingual English/Spanish or Portuguese is a plus.

**Compensation and Rewards**

An excellent compensation and benefits package is offered for the position. Phoenixville Free Clinic offers a unique environment that supports work/life balance, employee growth and development.

**Contact**

To learn more about this opportunity, or to recommend a colleague, please contact our retained search consultant. All preliminary inquiries will be kept strictly confidential.

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