



Medical Debt

CONSTITUENT LIAISON

Primary Category: Program Management

Type of Position: Full-Time Exempt

Location: New York, NY

Education Requirement: Bachelor's Degree

Experience Requirement: Minimum four years of professional experience

ABOUT UNDUE

Undue Medical Debt, also known as RIP Medical Debt, was founded in 2014 by two former debt collections executives, who, over the course of decades in the debt-buying industry, met with thousands of Americans saddled with unpaid and un-payable medical debt and realized they were uniquely qualified to help these people in need. They used their expertise and compassion to create a unique way to relieve medical debt: they would use donations to buy large bundles of medical debt and then relieve that debt with no tax consequences to recipients. From this idea came Undue Medical Debt, a New York based 501(c)(3). The results have been spectacular— more than \$11.8 billion in medical debts eradicated so far, providing financial relief for over 7 million individuals and families.

Undue's mission is to end medical debt and be a source of justice in an unjust healthcare finance system; a unique solution for patient-centered healthcare providers; and a moral force for systemic change.

Undue is looking for a Constituent Liaison to engage and lift up constituents of the nonprofit's medical debt relief program for feedback, storytelling, and research purposes. This role is best for someone who demonstrates a balance of strategic thinking, interpersonal finesse, strong written and verbal skills, and creativity.

Undue's offices are located in Long Island City NY, just minutes from Manhattan, conveniently located steps away from many major subway lines. The team has implemented and fully embraced a hybrid work environment, working from the office only 3 days per week.

ABOUT THE POSITION

Primary responsibilities include carrying out internal functions including but not limited to Project Management, Constituent Engagement, and Reporting. This position is critical to the organization's maintenance of constituent satisfaction and engagement, and expansion of storytelling and research efforts. The Constituent Liaison will report to the Program Manager of Constituent Services and work closely with leadership of the Marketing and Communications team. In this role, the Constituent Liaison publicly represents the organization with constituents and external partners.

DUTIES AND RESPONSIBILITIES

Constituent Outreach & Engagement

- Develop and implement outreach strategies informed by Program Manager of Constituent Services and VP of Communications and Marketing.
- Act out constituent outreach and provide general administrative support, including responding to inquiries, scheduling constituent interviews, and tracking constituent information and engagement.

- Design and operationalize quarterly constituent engagement reports featuring volume and category of inquiries, outreach output, and response rate per abolishment cycle.
- Identify strategic areas of the country requiring additional constituent engagement and conduct interviews with constituents, adhering to nonprofit's interview script.
- Conduct a constituent focused needs assessment.
- Produce a Constituent Engagement & Insights annual report leveraging qualitative and quantitative data.

Constituent Advocacy

- Co-lead the development and facilitation of storytelling advocacy materials such as the monthly constituent newsletter, video/audio projects, and creating and distributing internal and external communications that center constituent stories and voices.
- Vet, refer, and schedule warm handoffs of constituents to press, government stakeholders, or partners. This work requires close coordination with the Program Manager of Constituent Services and VP of Communications and Marketing.
- Support Program Manager of Constituent Services to create learning opportunities to enhance internal knowledge of constituent experiences.
- Work with Program Manager of Constituent Services and senior leadership to further the organization's action research (AR) agenda, centering constituent stories and voices. This includes contributing to the development of a research strategy more broadly for the organization.

Grant and Government Reporting

- Work with Government Initiatives Manager to align constituent engagement strategy with grant deliverables across contracted counties and states.
- Support report evaluation as needed, including information tracking, scheduling, and constituent interviewing. Be a thought partner with Program Manager of Constituent Services and government team to develop evaluation strategies.

Additional Responsibilities

- Adhere to the highest standard of ethical storytelling, informed consent, and social responsibility.
- Maintain cultural humility, boundaries, and respect for all constituents.
- Receive Citi Certification: Human Subjects Research—Social-Behavioral-Educational (SBE) Basic course.
- Adhere to the organization's conflict of interest and code of ethics policies.
- Report to the Program Manager of Constituent Services.

QUALIFICATIONS

Required:

- Experience working in healthcare, public health, or nonprofit operations.

- Strong written and verbal communication skills with a keen understanding of how to connect with diverse audiences.
- Strong interviewing skills. Please elaborate in your cover letter.
- On the ground experience engaging communities. Please elaborate in your cover letter.
- Exposure to qualitative research and/or communication strategies that leverage people with health care experiences.
- Experience managing multiple tasks and deadlines simultaneously and effectively.
- Experience interfacing with external stakeholders, including leadership.
- Proficiency in Excel, Microsoft Word, Asana, or other project management tools and ability to nimbly work across a range of platforms for data entry, tracking and reporting. Comfort in learning new software platforms and project management tools.
- Creative mindset with a collaborative approach.
- Commitments to the mission and values of Undue Medical Debt.

Preferred

- Background in social work, anthropology, or other social sciences.
- Spanish-language proficiency is a plus.

MINIMUM EDUCATION, TRAINING, AND EXPERIENCE

- Minimum of 4 years of project/program management experience and experience working on teams to advance project goals.

COMPENSATION AND BENEFITS

- Base annual salary \$70,000-\$75,000 for candidates located in the NYC area, commensurate with experience.
- Hybrid work environment (office work 3 days a week).
- 4 weeks PTO (with additional days granted upon 3rd and 5th anniversaries).
- Fully paid medical, dental, and vision coverage.
- Employer-paid life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.
- Employee Assistance Program.

HOW TO APPLY

To be considered for the position, send your resume and cover letter to Jim Frye at jim.frye@epgstrategy.com.

EQUAL OPPORTUNITY EMPLOYER STATEMENT

Undue Medical Debt is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Undue Medical Debt makes hiring decisions based solely on qualifications, merit, and business needs at the time.