

**Position:** Strategic Partnerships Manager  
**Reports to:** Director of Policy & Institutional Affairs  
**Position Type:** Full-Time exempt

### **About MANNA:**

MANNA, a nonprofit, community-based organization in Philadelphia, is revolutionizing healthcare through nutrition interventions, harnessing the power of Food is Medicine. By providing medically tailored meals and nutrition education, we empower people to improve their health and quality of life. With more than 30 years serving our community, MANNA is a leader in evidence-based nutrition services, bringing together dietitians, chefs, drivers, and thousands of volunteers to cook and deliver medically tailored meals who are battling illnesses. MANNA is an essential organization and remains open during the COVID-19 pandemic.

### **Summary of Position**

The Strategic Partnerships Manager will act as a strategic account manager for MANNA's healthcare customers and contracts. MANNA partners with a multitude of healthcare entities to improve the health outcomes of their members/patients through the provision of home-delivered, medically tailored meals (MTM) and nutrition counseling. The Strategic Partnerships Manager will demonstrate the return on investment for MTMs, provide support and education to medical providers and plans, serve as communication link between plans and MANNA, and maximize opportunities for client referrals and contract renewal. The position will play a critical role in implementing MANNA's business plan as we look towards scaling our operations.

### **Essential Responsibilities**

#### **Relationship Management**

- Oversee relationship management and engagement success for healthcare contracts to grow client referrals by maintaining ongoing presence with healthcare partners, developing systematic account meetings, creating educational opportunities, and relevant reports.
- Verbally and electronically summarize weekly relationship management engagement and maintain CRM database documenting meetings and follow ups.
- Serve as the primary point of contact for all post-contract implementation and operations, working closely with internal teams to institute business processes, successfully plan implementations and service delivery, troubleshoot, and manage customer expectations.
- Work with internal communications team to develop and distribute marketing materials to existing healthcare partners with the goal of referral generation.
- Collaboration with MANNA Institute to develop and send regular reports to existing health care contract partners to ensure referral pipeline.
- Coordinate and host on-site and virtual tours, lunch and learn sessions with health care partners.
- Establish and maintain a customer feedback process to understand customer perception of and satisfaction with MANNA.

#### **Sales**

- Work closely with Director of Policy & Institutional Affairs to support new opportunities.
- Develop list of targets for new healthcare contracts and outreach.
- Work with internal teams to create presentations for outreach and sales.
- Contribute to MANNA's healthcare business plan and strategy, informed by market trends, market feedback, and organizational strategy.
- Summarize weekly activities and maintain CRM database documenting leads, communications, and follow ups.

#### **Organizational Wide**

These are organization-wide responsibilities. All staff hold the following responsibilities:

- Commitment to MANNA's mission and values.
- Support Kitchen, Distribution, and Events on an as-needed basis.
- Participate in staff meetings, attend community events, and otherwise contribute to strengthening the deep roots within our community, both internally and externally.
- Participate in ad hoc or organizational-wide committees or workgroups.
- Follow organizational policies and procedures as outline in the Employee Handbook.

### **Skills & Abilities**

- Four+ years of work experience focused on relationship management and cultivation; healthcare setting preferred with a commitment to provide a high level of service to customers.
- Demonstrated experience working with health care providers and payers including experience in contract negotiation and fulfillment.
- Strong understanding of managed care and healthcare systems, particularly related to value-based care and social determinants of health initiatives.
- Strong subject matter knowledge in current healthcare policy and payment trends including an understanding of payer/provider priorities and care models.
- Expertise in networking, marketing, and outreach with ability to assess motivations and desires in others, create empathy and identify a shared vision.
- Exceptional oral communication and presentation skills, with experience with presenting to and engaging executive-level groups. Demonstrated ability to communicate information in a clear and concise manner in verbal and written form.
- Innovative, creative solutions finder with an eye for detail and accuracy.
- Strong interpersonal skills, including the demonstrated ability to work effectively with members of organizational boards, colleagues, business partners, prospects, and community stakeholders.
- A track record of meeting or exceeding revenue goals.
- Experience with Salesforce relationship management system, and ability to establish, leverage and maintain relationship management tools.
- The ideal candidate will have clinical credentialing in Nutrition or a related field.

MANNA does not offer work from home; position will entail travel in the Greater Philadelphia area and may include some nights and weekends.

**Salary:** \$65,000 - \$75,000/year

**Benefits:** Health insurance, FSA, Pre-tax Commuter Spending Account, Life insurance, Disability insurance, 401(k) plan with match, PTO up to 12 days in year one plus 5 sick days, 9 paid holidays plus one 'floating' holiday per year

**Start Date:** July 1, 2022

**To Apply:** Send resume and cover letter to: Emily Pagán, Senior Human Resources Generalist, at EPagan@mannapa.org.