



SOCIETY to  
IMPROVE  
DIAGNOSIS in  
MEDICINE

## Position Description

Title: Director of Development Operations and Relationship Management (DORM)  
Supervised by: Chief Development Officer (CDO)  
Supervises: None  
Status: Full-time, Exempt  
Location: Remote  
Date Updated: October 2022

### About The Society to Improve Diagnosis in Medicine

The Society to Improve Diagnosis in Medicine (SIDM) catalyzes and leads change to improve diagnosis and eliminate harm from diagnostic error, in partnership with patients, their families, the healthcare community, and every interested stakeholder. Learn more about us at <http://www.improvediagnosis.org>.

### Position Summary

SIDM seeks a solutions-focused, detail-oriented, analytical, and collaborative individual who is passionate about SIDM's mission to join our new Development Department as **Director of Development Operations and Relationship Management (DORM)**. Reporting to the Chief Development Officer (CDO), the DORM will bring demonstrated experience in relationship and project management, systems design, and technology that support fundraising.

The DORM oversees day-to-day operational aspects of SIDM's fundraising program and serves as a strategic partner of the CDO in building the organization's fundraising infrastructure to support the implementation of SIDM's strategic plan and the organization's sustainability. The DORM manages a portfolio of assigned relationships for cultivation, while working collaboratively with the CDO in developing SIDM's fundraising pipeline, streamlining fundraising outreach and relationship management, conducting prospect research, supporting donor communications and cultivation events, and serving as a department liaison with internal and external stakeholders.

In consultation with the CDO, the DORM develops and manages fundraising-related policies and procedures and manages systems including gift processing and stewardship, data and reporting, deliverables tracking, and financial reconciliation. The DORM manages SIDM's fundraising technology platforms, establishing standards and procedures to ensure the security, integrity, and accuracy of SIDM's donor data.

## **Responsibilities**

### Development Operations:

- Manage department project and production calendars
- Support the alignment of the Development Department's goals, objectives, strategies, success measures/KPIs, and activities in supporting SIDM's mission, organizational goals, and strategic plan
- Develop and implement systems for data integrity, data entry, gift processing, prospect research, and relationship management using Neon/SIDM's CRM; enforces protocols for data management to ensure accuracy and security
- Train staff, consultants and/or volunteers on CRM, as needed
- Document department best practices and standard operating procedures
- Ensure that fundraising activities, projects, and funding agreements are compliant, following applicable regulations, standards, and SIDM policies
- Support institutional giving efforts including the tracking, preparation, and submission of LOIs, proposals, and/or reports
- Works cross-departmentally to monitor progress of funded projects and collaborate with staff to address any challenges that may prevent delivery of the project
- Support the CDO in development of project-related and annual department budgets
- Other duties, as assigned by the CDO

### Relationship Management/Fundraising:

- Develop and manage SIDM's individual giving program and associated activities
- Manage a cultivation portfolio of 50+ individual and institutional relationships
- Provide customer service to SIDM's members
- Support annual conference sponsorship efforts

## **Required Education and Experience**

- Bachelor's degree
- Minimum of five (5) years of experience related to the duties and responsibilities specified

## **Required Skills**

- Deep commitment to the organization's mission and values
- Proven track record utilizing innovative strategies to maximize fundraising efforts
- Demonstrated strength in prospect discovery and in building effective strategies to compel new major donor investments
- Demonstrated ability to work effectively with various constituencies, including leadership, staff, direct reports, members, and donors
- Advanced experience with fundraising CRMs and technologies (experience with Neon a plus)
- Demonstrated ability to meet tight deadlines while handling multiple projects

- Superior interpersonal skills and the ability to work well with different personalities and balance with competing internal priorities
- Flexible and adaptable style; a leader who can positively impact both strategic and tactical fundraising initiatives
- Articulate and persuasive communicator with ability to craft fundraising materials and make presentations/pitches to a variety of audiences
- Knowledge and understanding of the nonprofit fundraising environment and best practices
- Knowledge of nonprofit financial systems and reporting
- Knowledge of or ability to learn about current developments in the field, trends, tools, and best practices in fundraising
- Knowledge and usage of project management tools (Asana preferred)

### **Preferred Skills**

- Experience working directly with nonprofit organizations
- Experience working in public health or a related field

### **Work Environment**

- Virtual office, some work at off-site locations may be required
- Work on evenings and weekends may be needed
- Occasional out of town travel is required
- Smoke- and drug-free environment
- This role routinely uses conventional office equipment and supporting software (Microsoft environment)
- SIDM is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SIDM does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SIDM is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

**To apply:** Send cover letter and resume to [careers@improvediagnosis.org](mailto:careers@improvediagnosis.org)