

TITLE: Chapter Recruitment Manager
STATUS: Non-Exempt
REPORTS TO: Chapter Relations Director

ORGANIZATION SUMMARY

The Depression and Bipolar Support Alliance (DBSA) is the nation's largest patient-directed, illness-specific organization. Founded in 1986 and headquartered in Chicago, Illinois, DBSA has a nationwide grassroots network of chapters and support groups. It is governed by a 15-member board of directors and guided by a 65-member Scientific Advisory Board composed of the leading researchers and clinicians in the field of mood disorders.

OUR MISSION

DBSA's mission is to improve the lives of people living with mood disorders by:

- Improving recognition, early detection, and diagnosis of mood disorders as treatable medical illnesses
- Helping people successfully manage their disease
- Working with people with mood disorders, families and health care professionals to improve care
- Expanding the ability of people to receive treatment
- Advancing research to improve mood disorder treatment options
- Increasing acceptance and understanding of mood disorders so that the rights of people with mood disorders are protected

OUR CORE VALUES

Working for DBSA is not just a job – we touch lives every day. Employees should strive to achieve and fulfill the following values every day:

- Having a commitment to ***our mission*** statement.
- Meeting the elements of our mission by identifying the needs of our constituents through ***active listening and observation***.
- Serving the needs of ***our constituents***, especially their need for compassionate, prompt and confidential response.
- **Being an active partner** with consumers and within the mental health care advocacy community.
- Operating with the ***highest ethical standards*** in business practice.
- ***Honoring our supporters' trust*** by allocating all contributions prudently and efficiently, regardless of size.
- Approaching our jobs with a ***strong work ethic***; addressing all opportunities with enthusiasm and professionalism, while embracing risk taking, adapting to change and using our creativity to achieve top performance.
- Working as ***a team***. We will reach our goals only if we value the contributions of our fellow employees and respect the efforts of everyone on our team.
- Fostering a work environment that supports, respects and encourages ***diversity*** and free expression of ideas.
- Recognizing the need for ***personal growth and making work fun***.

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POSITION SUMMARY

Responsible for recruiting and retaining chapters, support groups, and state organizations including creating and implementing marketing plans, materials, tools and resources. The position involves consulting with individuals and groups via e-mail, phone and face to face meetings.

DUTIES AND RESPONSIBILITIES

I. Develop new chapters and support groups

- A.** Create and implement a marketing plan to build the number of new chapters and support groups in accordance with the goals set by the chapters department each year including:
 - 1. Develop professional and consumer relationships within the top 100 populous U.S. metropolitan areas in order to locate community leaders interested in developing support groups and chapters in areas where none currently exist or where the DBSA presence is not sufficient for the population.
 - 2. Work with existing DBSA chapters to increase the number of support groups offered within chapter.
- B.** Identify tools and resources for developing the local DBSA network, including:
 - 1. Develop materials targeting unique needs based upon geographic differences, group size, extent of illness, etc.
 - 2. Periodically evaluate usefulness of start-up materials and revise as needed.
- C.** Consult on-site with groups forming new chapters.
- D.** Assist in increasing the number of online support groups.

II. Oversee new chapter affiliation process

- A.** Ensure timely and accurate completion of new chapter affiliation by working with Chapter Services Coordinator.
- B.** Periodically review start-up log database maintained by Chapter Services Coordinator.
- C.** Assist chapter leaders with resolving chapter start-up problems and complaints.
- D.** Create monthly status report of number of chapters, number of support groups and the number of new chapters.

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III. Manage retention services to minimize losing chapters, with focus on chapters in their first year.

- A.** Create and implement a retention plan to retain chapters and support groups in accordance with the goals set by the chapters department each year.
- B.** Create a welcome and follow-up communication program for chapters in their first year of affiliation.

IV. Assist in development of state organizations

- A.** Assist Chapter Relations Director to increase chapter interest in starting state groups.
- B.** Develop and disseminate state-focused (unique to particular needs of each state) start up resources to provide assistance for chapter leaders to develop new state organizations.
- C.** Identify additional potential learning tools for developing DBSA state organizations.
- D.** Consult on-site with groups forming new state organizations.
- E.** Process new state organizations from investigation to affiliated status, including sending final affiliation notification and introductory resources to new organizations.
- F.** Coordinate logistics for state meetings.

VI. Other

- A.** Assist Chapter Relations Director in developing quarterly outcome reports for funded programs and services for organization use.
- B.** Approximately 2 days per month will be spent traveling.

These describe the general nature and level of work performed and are not to be construed as an exhaustive list of all duties that may be performed by a person in this position.

INTERNAL/EXTERNAL RELATIONSHIPS

Internal: Interacts daily with all DBSA team members; reports to the Chapter Relations Director.

External: Interacts with current and potential chapter/support group leaders.

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SKILLS AND KNOWLEDGE FOR SUCCESSFUL PERFORMANCE

Typical qualifications would be:

1. Excellent computer skills including experience managing databases
2. Ability to manage multiple priorities
3. Excellent customer service skills, patience in dealing with chapter leaders' many phone calls and emails
4. Ability to work with minimal supervision, little or no direction
5. Ability to pick up on systems and duties with minimal training
6. Excellent time management and organizational skills
7. Ability to travel

Knowledge: Word XP office suites, Raisers Edge a plus

Skill: Excellent computer skills. Strong verbal communication (grammar), excellent telephone skills and interpersonal skills necessary. Customer service orientation required. Must be able to work effectively with others in a team-oriented, fast-paced environment and be able to maintain effective relationships. Personable, dependable, and able to work with difficult people without being personally affected.

These recommended qualifications and related work experience are suggestive in nature only. They are not intended to limit or restrict association employees or applicants in any way. They are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties and responsibilities of the position.

DBSA offers a competitive salary and benefits package, including health, dental, vision, disability, 401K and life insurance. Benefits are only available to employees working more than 30 hours per week.

We maintain a non-smoking environment.

Note: The requirements of this position are subject to change with or without prior notice.

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