



Open Arms of Minnesota Job Description: Business Partnerships Manager

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our two state-of-the-art kitchens, OAM staff members and more than 6,400 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 3,600 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Open Date: March 17th, 2025

Closing Date: Until filled

Position Overview:

This position contributes to the fulfillment of Open Arms' mission by identifying and building relationships with community partners that result in revenue generating contracts with Open Arms. The Business Partnerships Manager requires a proactive individual who can navigate a complex funding environment, think outside the box and build relationships with potential partners interested in purchasing Open Arms meals and services for their clients/patients. This position will be expected to help drive sustainable growth for our nonprofit's mission. As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have exemplary experience during all interactions with Open Arms and is expected to consistently maintain a high level of customer service to all clients, volunteers, and fellow team members.

Primarily Responsibilities

Contract Acquisition & Management

- Proactively identify, evaluate, and pursue contract opportunities with non-profits, businesses, government agencies, health insurers, healthcare systems, and managed care organizations who are interested in a fee for service business model purchasing Open Arms meals and/or services for their clients/patients.
- Develop and submit proposals that clearly communicate the benefits of medically tailored meals and/or nutrition services for potential patients and clients.
- Negotiate contract terms to ensure that partnerships are mutually beneficial, feasible, and aligned with the organization's financial goals.

Stakeholder & Partnership Development

- Identify potential partners across all sectors.
- Establish and nurture relationships with decision-makers in the healthcare industry, such as hospital administrators, insurance executives, and policymakers, to secure support for medically tailored meal programs.
- Collaborate with a range of potential partners to develop new program models and funding arrangements that expand access to services for underserved populations.
- Identify potential avenues to expand sales of Open Arms new culturally familiar menus.

Strategic Growth & Market Analysis

- Develop and execute a comprehensive business development plan to expand contract opportunities, with clear quarterly and annual goals.
- Regularly analyze the competitive landscape to position the organization effectively in the market and anticipate shifts in demand.

Proposal Writing & Impact Communication

- Lead the proposal development process by collaborating with Program, Finance, and Development teams to gather data, client outcomes, and financial information.
- Write and submit compelling, evidence-based proposals and funding applications that communicate the positive impact of medically tailored meals on health outcomes.
- Create marketing and informational materials that showcase program successes and outcomes for stakeholders, funders, and policymakers.

Financial & Compliance Oversight

- Work with the Finance team to develop and manage contract budgets, ensuring that all activities are feasible, compliant, and within budgetary limits.
- Monitor and report on the financial health of contracts, including tracking performance metrics, payment milestones, and deliverables.
- Ensure adherence to regulatory and legal standards in all contract activities, with proactive management of risks and liabilities.

Impact Measurement & Reporting

- Collaborate with Program teams to track key performance indicators, health outcomes, and cost-effectiveness of medically tailored meal programs.
- Provide regular reporting to stakeholders and internal leadership on the impact of contracted services and partnerships.
- Leverage data analytics to demonstrate the return on investment (ROI) and value of medically tailored meals in improving health outcomes and reducing healthcare costs.

Collaboration

- Collaborate with Volunteer Engagement, Client Service, Kitchen and Program staff to understand funding needs, operational realities and articulate compelling cases for support.
- Thoroughly understand the operations and programs of Open Arms in order to accurately communicate with potential partners, and design effective agreements
- Engage with other teams by regularly understanding organizational needs, staying up to date on client stories and interacting with volunteers.
- Provide occasional support in other operation areas including delivery of meals to clients, packaging meals in the kitchens, working at events, etc.
- Act as an ambassador of Open Arms in the community.
- Other related duties as assigned.

Requirements

- 3+ years of business development or contract management experience, B2B, ideally within a nonprofit or healthcare environment.
- Demonstrated track record in securing contracts and/or revenue-based business relationships.
- Familiarity with healthcare policy, Medicaid/Medicare, and managed care is preferred.
- Self-motivated and entrepreneurial with ability to work independently with minimal supervision.
- Exceptional customer service skills with internal and external stakeholders and the ability to create enthusiasm and trust in partners.
- Ability to communicate effectively with a wide range of people.
- Ability to work collaboratively and effectively.
- Ability to contribute to a positive team environment.
- Strong critical thinking skills and creative problem solving.
- Ability to meet deadlines and manage multiple priorities to ensure completion of work in a timely and efficient manner.
- Detail oriented with high standards of performance, great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Ability to utilize sound judgment when working with secure information and maintain a high level of confidentiality.
- Ability to adhere to attendance and punctuality requirements.
- Ability and flexibility to work during hours of operations, including occasional evenings and weekends as needed.
- Ability to work on-site.
- Willingness to participate in a wide array of tasks that help support the overall mission of OAM (examples may include providing backup delivery to clients or assisting with events such as Moveable Feast and Thanksgiving turkey deliveries).
- Active Minnesota driver's license and unrestricted for work-related driving.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to communicate verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to sit for long periods of time.
- Ability to talk and hear, and to communicate verbally and in writing in English.
- Ability to review and reply to documents and information on computer screens as well as to use a computer and variety of software programs.

Reports to: Chief Executive Officer

Pay Rate Range: \$85,000-\$90,000 annually

Hours: 32 to 40 hours per week.

Location: Minneapolis and St. Paul, MN

To Apply:

Please send a resume and cover letter to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, Minneapolis, MN 55404

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, pet insurance, commuter-transit and parking, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

Equal Opportunity Employer