



## PROGRAM ASSISTANT

*For over 40 years, Cancer Lifeline has worked to improve the lives of people living with cancer. Each year we make over 14,000 contacts with people affected by cancer - patients, survivors, family members, friends and coworkers. Our services include Emotional Support, Gentle Exercise, Nutrition, Artistic Expression, and Financial Services.*

Cancer Lifeline, a non-profit social service agency, seeks a Program Assistant who provides resources, support, and funding to qualifying low income cancer patients. In addition, The Program Assistant provides onsite support for Cancer Lifeline programs in the Greater Seattle Area. Position will coordinate program schedule at assigned Cancer Lifeline partner sites. Position will provide administrative assistance pertinent to position and as assigned.

### RESPONSIBILITIES:

#### **Coordinates all aspects of financial services by:**

- Providing financial assistance to low-income individuals in cancer treatment via phone and email
- Working with clients by phone and email to explain qualifications and application process
- Accepting clients "where they are," providing information and choices and encouraging clients to make decisions. Support clients to be their own advocates.
- Interfacing with staff around support for applicants, both resource related and emotional
- Creating, entering and maintaining accurate client records, while ensuring confidentiality
- Continuously identifying additional community resources and refer clients to those resources
- Referring clients to appropriate services within Cancer Lifeline
- Collaborating with social workers and other health care professionals to coordinate resources and financial benefits for clients
- Working with utility companies, landlords and other vendors to facilitate the process for payments on behalf of client recipients
- Tracking program usage and client demographics
- Supporting agency efforts to evaluate and continuously improve implementation of the program

#### **Supports Additional Programs by:**

- Providing onsite class support for assigned partner sites
- Scheduling programs at assigned partner sites
- Ensuring assigned partner sites are stocked with supplies & required documents
- Making reminder calls to clients for classes & support groups
- Providing client call backs to gather feedback on programming and refer to other Cancer Lifeline programs & services
- Working with Clinical Program Manager to create program reports
- Supporting Executive Director with administrative duties as assigned

**Supports Lifeline by:**

- Covering Lifeline shifts on a weekly basis or as needed

**Promotes agency team effort by:**

- Providing positive representation of Cancer Lifeline to the community
- Attending and participating in staff and program meetings
- Supporting staff with administrative duties as requested

**QUALIFICATIONS:**

- Minimum of two years of experience in supporting and working with patients and caregivers in health care or social services
- Experience working with oncology or other chronic disease populations preferred
- Requires comfort with and personal maturity to support people affected by cancer
- Dynamic interpersonal skills, enjoys meeting and connecting with others. Excellent written and verbal communication skills
- Able to work efficiently and effectively in prioritizing and carrying out tasks
- Good computer skills particularly with: Outlook, Word, Excel (proficiency) & Access
- Experience providing services to underserved populations preferred
- Must have reliable transportation

**WORK CONDITIONS:**

Position:	Hourly, 20 hours per week to start, 40 hours by April 1 <sup>st</sup> , 2019. Start date mid-January
Position Available:	Open until filled, priority given to applications submitted by December 31 <sup>st</sup> , 2018
Hours:	Regular hours will vary weekly Monday through Friday, occasional event coverage on weekends and evenings
Work location:	Dorothy O'Brien Center near Green Lake and travel partner sites
Compensation:	Starting at \$18.00 per hour (depending on experience), Benefits Eligible
Reports to:	Clinical Program Manager

**TO APPLY FOR THIS POSITION:**

Please provide a resume and cover letter (required) explaining your interest and qualifications for this position to [mwilkins@cancerlifeline.org](mailto:mwilkins@cancerlifeline.org) No phone calls please.

**Cancer Lifeline is an Equal Opportunity Employer.**  
**Ethnic, cultural and racial minorities are encouraged to apply**  
*For more information about Cancer Lifeline visit our website: [www.cancerlifeline.org](http://www.cancerlifeline.org)*