



CLINICAL PROGRAM ADMINISTRATOR

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 Clinical Program Administrator who supports the Support Group program including support group coverage and facilitator debriefings. Position will facilitate family, couple and parenting meetings. Position is also responsible for administering the Financial Services program and will provide resources, support, and funding to qualifying low income cancer patients.

RESPONSIBILITIES:

Supports aspects of Support Group program by:

- Debriefing regularly with support group facilitators providing feedback on facilitation skills and supporting facilitators with challenging group dynamics
- Attending first support group meeting with new facilitator
- Coordination and implementation of support group evaluation
- Working with support group facilitators on connecting clients to additional Cancer Lifeline programs and services
- On-call coverage for support groups if facilitator is sick or otherwise unable to facilitate a group

Supports other emotional support programs by:

- Facilitating family, couple and parenting meetings

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 identify 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
- Working with Program Director to create progress reports

Supports telephone Lifeline and Lifeline Chat by:

- Covering 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

Cancer Lifeline provides training for:

- Support Group Facilitation
- Telephone Lifeline and Lifeline Chat

QUALIFICATIONS:

- Master’s degree in a healthcare focused degree (Social Work, Mental Health, Public Health, etc.)
- Preferred 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 & Access
- Experience providing services to underserved populations preferred

WORK CONDITIONS:

Position:	40 hours, Exempt, Salaried (Feb 3 2020 start date)
Position Available:	Open until filled, priority given to applications submitted by December 31 st , 2019
Hours:	Regular hours will vary weekly Tuesday-Saturday, occasional event coverage on evenings
Work location:	Dorothy O’Brien Center near Green Lake and travel partner sites
Compensation:	Depending on Experience, Benefits Eligible
Reports to:	Program Director

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 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