



Cancer Support Community Valley/Ventura/Santa Barbara

<u>Job Title:</u>	Program Manager
<u>Job Type:</u>	Full time 40 hours/week (Mon -Fri schedule, Office hours: Mon-Thu, occasional evening and weekend hours)
<u>Benefits:</u>	Yes
<u>Reports to:</u>	Program & Clinical Director
<u>Supported by:</u>	Administrative staff, Clinical interns, Volunteers

Job Summary:

Cancer Support Community Valley/Ventura Santa/Barbara (CSCVVS) is a non-profit organization providing psychosocial support to cancer patients/survivors and their families at no cost. As an integral member of the CSCVVS team, the Program Manager is responsible for developing, planning, implementing, and managing daily program operations and special events, fulfilling participants' needs and supporting Clinical Team's mission delivery, and cultivating and maintaining positive relationships with community partners.

This position is suitable for an individual who demonstrates genuine interest and willingness in supporting CSCVVS's mission, has strong management skills and experience, exceptional work ethic, and excellent oral/written communication skills. A bachelor's degree (B.A.) in social work, clinical psychology, counseling, healthcare administration, or public health, is strongly preferred. A competitive salary and benefits package will be provided.

Essential Duties/Main Responsibilities:

Program Management: Oversees development, implementation, execution, and delivery of ongoing and new programs (in-person, online, and hybrid), based upon needs of CSCVVS's participants and the public that meets CSCVVS's policies and guidelines, and are consistent with its philosophy.

- Identifies the needs and interests of participants and the community, secures appropriate Educational Workshop speakers, Healthy Lifestyle Class volunteer instructors, social group leaders, special event stakeholders, and maintains positive and amicable relationships with them.
- Develops, implements, and markets mission-focused special events such as High School Cancer Essay Contest & Awards Ceremony and Evening of Remembrance.
- Manages program attendance database: Ensures all program attendance information is collected, entered in database, and creates reports as requested.
- Manages program promotion: Ensures that program information is appropriately marketed and promoted on CSCVVS's website, social media, e-newsletter (Community Connect), and by press releases.

- Supports conducting program surveys to identify participants needs, analyze feedback, and improve programs.

Participant Management and Program & Clinical Team Support: Ensures that prospective and existing participants are receiving appropriate psychosocial cancer care services and resources and helps Clinical Team’s service delivery in a seamless and timely manner.

- Conducts Orientation Meetings to provide appropriate program information to newcomers and help them navigate through CSCVVS’s programs.
- Manages Distress Screening - Sends Distress Screening links to participants, provides Clinical Team with results, and reports screening numbers.
- Schedules intake interviews, Individualized Care Plan (ICP) meetings, and counseling sessions to ensure that participants are connected to Clinical Team.
- Supports Clinical Team with online program necessities, provides member lists and rosters, and updates attendance sheets.
- Manages patient referrals from hospitals and community partners to ensure the patients receive needed services and referrals.
- Handles phone calls, emails, and drop-in inquiries about the programs and provides program information and community resources.

Community Liaison: Cultivates and maintains positive relationships with current and identified collaborative partners, including healthcare providers, community-based organizations and agencies, and faith-based entities to increase and enrich program participation.

- Identifies and cultivates pathways of engagement for potential community partners for broader reach.
- Attends community healthcare events, and raises awareness of CSCVVS’s program and services, and ensures program marketing materials are sufficiently provided.
- In collaboration with Program & Clinical Director, assesses needs of the diverse landscape of CSCVVS’s service areas to implement collaborative and culturally appropriate services, as well as strategizes with leadership regarding the direction and implementation of DEI program efforts.

Abilities, Skills, and Knowledge – Minimum Requirements

- Exceptional work ethics, engagement, and commitment.
- Strong ability to be punctual, reliable, and trustworthy.
- Excellent critical thinking skills, analyzing areas of improvement, and striving to implement innovative programs
- Strong organizational and multi-tasking skills, and ability to manage multiple priorities.
- Strong written and verbal communication skills.
- Flexible work schedule to support workshops, orientations, and special events (some evenings and weekends).
- Excellent computer literacy (Microsoft Office 365, Google Drive, etc) and willingness to learn new digital skills.

- Ability to interact effectively with administrative and clinical staff, interns, volunteers, Board members, healthcare providers, and CSCVVS's participants (cancer patients and their families).
- Maintain confidentiality surrounding sensitive participant information is critical.

Limitations and Disclaimer:

The above job description is meant to describe the general nature and level of the work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and physical demands required for the position.

This job description is subject to possible modification to reasonably accommodate disabled individuals. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or to other employees. Proof of full COVID-19 vaccination required as a condition of employment.

This job description in no way states or implies that these are the only duties to be performed by anyone occupying this position. Employees are required to follow any other job-related instructions and to perform other job-related duties requested by her/his supervisor in compliance with State and Federal laws.

The job requirements represent the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the ability to perform each duty proficiently. Continued employment remains on an "at-will" basis.