

A Breath of Hope Lung Foundation Job Description

Job Title: Patient & Family Support Coordinator, Minnesota

Reports to: Program Director

FLSA Classification: Exempt; salaried

Hours: Exempt. 32 hrs/week, including occasional nights and weekend hours

Job Summary: The Patient & Family Support Coordinator plans, develops, and executes the A Breath of Hope Patient & Family Support Program currently offered in the Twin Cities, and will also work to expand services across the state/into other territories. This role provides direct support services to lung cancer patients and their families to ease the cancer burden. This position is also responsible for volunteer recruitment, screening, and training, as well as tracking and reporting metrics for all aspects of each support program. The Patient & Family Support Coordinator is a team player who has a passion for engaging patients, families, and volunteers, and shows sensitivity to individuals/families impacted by lung cancer.

Essential Functions:

Develop and Manage the ABOH Patient and Family Support Program

- Be responsible for receiving and responding to or redirecting all calls and emails for Patient and Family Support Services (primarily patient inquiries) within 24 hours.
- Recruit, screen, execute background checks and train volunteers to directly serve lung cancer patients and family members in accordance with HIPAA laws – volunteers are primarily recruited for driving and companionship visits.
- Coordinate rides and companionship for patients & caregivers, matching them with volunteers and ensuring follow-through by each party.
- Work with hospital contacts (nurses and social workers) to seek promotional opportunities for our services and ensure a smooth referral process for the Family Support Programs
- Develop and maintain relationships with key and appropriate hospital staff to ensure program utilization and expansion.
- Follow up with volunteers, patients, and hospital contacts to maintain relationships and gather feedback about service to improve programming.
- Maintain accurate and timely records of all data pertaining to the Patient and Family Support Program, including data for grant reporting
- Implement evaluation tools to track program success
- Continually review and adapt materials for safety procedures for program participants and volunteers; adjust written materials as needed.
- Work with ABOH communications staff to prepare messaging that educates about lung cancer patient care gaps and barriers
- Work with communications staff to promote Family Support Program to potential program participants, volunteers, hospitals that offer the program and the general public
- Gather photos and testimonies or quotes from happy program participants for ABOH newsletters and other marketing efforts

- Assist in developing content for the ABOH website, marketing materials, and other outreach materials to represent and promote the Patient and Family Support Program
- Look for opportunities for future program expansion in new markets

Develop and Manage the ABOH Support and Grief Groups

- Hire and ensure payment of external vendors, such as topic speakers and facilitators
- Host ABOH Grief and Patient Support Groups held monthly via Zoom
- Promote the ABOH grief and support groups with identified additional external stakeholders
- Develop strategies to successfully promote and expand participation in ABOH Grief and Patient Support Groups held monthly via Zoom
- If groups return to physical meetings, host or find host to open office for program participants
- Develop messaging and send reminder emails for each group meeting, track RSVPs to provide appropriate seating, and manage distribution of handouts and refreshments
- Provide our thanks and acknowledgment of those who donate their time or volunteer to patient programs – follow process for entering into our database
- Influence and assist partner hospitals in developing or supporting their own lung cancer support groups for lung cancer survivors
- Provide support and track metrics of hospital support groups that receive help from ABOH volunteer
- Promote ABOH Signature Events and other opportunities for engagement with hospital-based support groups

Other Duties

- Represent and promote ABOH Patient and Family Services at community events. Recommend events to ABOH marketing staff.
- Become proficient at entering data in our database
- Develop professional relationships with all stakeholders you encounter and refer them to development team/appropriate staff for cultivation
- Attend ABOH signature events to provide hospitality to patients and caregivers, and recruit volunteers for ABOH programs
- Provide ABOH event support as needed – auction items, volunteer management, etc.
- Provide recommendations to the Program Director about potential opportunities to further serve lung cancer patients and their families.
- Gather data and information on similarly focused programs to define best practices and benchmark
- Assist with development of the marketing and communication strategy to increase program participation and event attendance
- Write newsletter content for your program area
- Alert ABOH colleagues to cross-functional opportunities
- Participate in the planning and execution of ABOH volunteer appreciation efforts

QUALIFICATIONS:

Required:

- Bachelor's degree from four-year College or University in a related field
- 2 or more years of nonprofit experience desired
- Demonstrate excellent oral and written communication that effectively and respectfully responds to inquiries or complaints from customers, regulatory agencies, grantors, volunteers, or members of the community.
- Ability to network and develop community partnerships and opportunities
- Ability to be persuasive and engaging when recruiting volunteers and community partners
- Excellent organizational skills and ability to work independently
- Comfortable connecting with faith organizations and diverse communities
- Respectful of people without regard to race, gender, culture, religion, sexual orientation, or economic condition
- Ability to report metrics and data
- Strong computer skills including Word and Excel
- Track record that shows compassionate care of people in need

Competencies:

- Exhibits Ethics, Integrity, and Values
- Is Customer Focused
- Leverages Differences and Practices Inclusion
- Drives for Results
- Communicates Effectively
- Develops, Contributes, Empowers for a Successful Team
- Effectively Solves Problems/Is Solution Focused
- Copes Well with Transition/Is Resilient and Adaptable

PHYSICAL DEMANDS:

- Must be able to work on a computer for extended periods of time.
- Individual must have the ability to get to and from various sites/events/meetings in the metro area.
- Must be able to lift 25 lbs.

Additional Notes

- ABOH staff are working in a hybrid model with a minimum of 3 days in our Minnetonka office and other days from home.
- Must have access to steady internet service when working from home.
- Home office equipment, such as a laptop, monitor, supplies, and cell phone are provided.
- Due to the vulnerability of the individuals ABOH serves, all staff are required to be up-to-date on COVID vaccines.

To apply, please send cover letter and resume to jobs@abreathofhope.org.