MANAGER, HELPLINE & ONLINE COMMUNICATIONS – Nonprofit

GO2 Foundation for Lung Cancer transforms survivorship as the world’s leading organization dedicated to saving, extending, and improving the lives of those vulnerable, at risk, and diagnosed with lung cancer. We work to change the reality of living with lung cancer by ending stigma, increasing public and private research funding, and ensuring access to care.

WE ARE HIRING a Manager, HelpLine & Online Communications – This role may be located either in our Washington, DC or San Carlos, California offices, located at:

1100 Industrial Road    1700 K Street, NW
San Carlos, CA  94070    Washington, DC 20006

The Manager, HelpLine & Online Communications (MHOCC) will provide emotional support to patients, caregivers, and others impacted by lung cancer through various free services including the 1-800 HelpLine, online forums, support emails, events, and other services. The MHOCC will support and advocate for the community by providing education on lung cancer, connections to emotional/financial resources, and internal/external referrals such as to treatment and clinical trials through LungMATCH. In addition, the MHOCC will be involved in the development of new educational materials and support initiatives. The MHOCC will also represent GO2 Foundation for Lung Cancer at national, regional and local conferences.

GO2 Foundation for Lung Cancer is a nationally groundbreaking healthcare nonprofit that offers competitive salaries, a warm and flexible work environment, opportunities for growth and an excellent benefits package.

For full, detailed position description, see below.

TO APPLY FOR THIS POSITION:

Send your resume, along with cover letter including salary requirements to: jobs@go2foundation.org.

Please enter Manager HelpLine & Online Communities in email subject line.

Thank you!
JOB DESCRIPTION

Job Title: Manager, HelpLine and Online Communities
Reports To: Chief Patient Officer
FLSA Status: Exempt
Location: GO2 Foundation for Lung Cancer
May be located in San Carlos, CA or Washington, DC

POSITION SUMMARY

The Manager, Helpline and Online Communities (MHOC) is an integral member of the Patient & Support Services program providing services that improve outcomes for at risk individuals, patients and survivors, and caregivers and families impacted by lung cancer, as well as help healthcare professionals with resources to assist their patients.

The primary responsibility of the MHOC is to provide emotional support to patients, caregivers, and others impacted by lung cancer through various free services including the 1-800 Helpline, online forums, support emails, events, and other services that may be identified through annual surveys as priority needs.

The MHOC will support and advocate for the community by providing education on lung cancer, connections to emotional/financial resources, and internal/external referrals such as to treatment and clinical trials through LungMATCH. In addition, the MHOC will be involved in the development of new educational materials and support initiatives. The MHOC will also represent GO2 Foundation for Lung Cancer at national, regional and local conferences.

The MHOC will report to the Chief Patient Officer and work closely with other members of the Patient & Support Services Team, as well as the Science & Research Team, to address individual and community needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Management of HelpLine, HealthUnlocked and Belong

- Answer HelpLine 2-3 days a week, respond to online questions and provide referrals pertaining to emotional support, cancer risk, treatment, and survivorship issues
- Develop resources for HelpLine staff to maintain high quality support delivery via phone, mobile and email
- Moderate discussions, respond to inquiries, and curate content for online/mobile applications such as HealthUnlocked and Belong
• Provide referrals, distribute educational materials and information about GO2’s support services. Respond to calls, emails, and mobile app request for support with timely, accurate information
• Manage and assess metrics/tracking of HelpLine and online services in order to meaningfully gauge patient impact
• Input/manage patient data into CRM

General Support
• Actively participate in all new and ongoing support services
• Engage in all new and ongoing training efforts; refine understanding of product and service knowledge regarding complex oncology and cancer treatment options and protocols
• Engage patients and caregivers in peer mentoring programs by recruiting potential volunteers
• Be able to travel 3-6 times a year to represent GO2 at conferences, events, and other supportive roles
• Work with Communications and Marketing Team to ensure public awareness of services

Educational Support
• Develop content for website, online platforms, and printed materials related to support services and resources that consider health literacy levels, culture, and targeted audiences
• Engage patients to gather input about preferences for educational information
• Inform and assist healthcare professionals in learning about and accessing our educational materials, services, and resources

Other duties as assigned. This job description is not designed to cover all activities, duties or responsibilities that are required. Duties, responsibilities and activities may change at any time with or without notice.

QUALIFICATIONS
• Commitment to GO2 Foundation for Lung Cancer’s mission and vision
• Excellent verbal and written communication skills
• Desire to educate, support, and improve outcomes for those living with lung cancer
• Ability to master subject matter pertaining to lung cancer risk, treatment, and survivorship issues
• Strong relationship-building and interpersonal skills
• Preference for candidates with prior experience in oncology, support group facilitation, HelpLine/crisis lines and/or developing/delivering patient education programs
• Excellent critical thinking skills, including multitasking, setting priorities on work assignments, and problem solving
• Ability to learn new technology quickly, including call center and CRM software
- Strong general computer skills, specifically using MS Office software
- Ability to work effectively within a larger team and with diverse groups and individuals
- Strong organizational skills, with the ability to manage multiple tasks

EDUCATION / EXPERIENCE

Bachelor’s degree in health, social work or science-related field required; Master’s degree preferred. Four to six years of related work experience, preferably in a nonprofit environment.

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

This job will be performed in an office environment, primarily sitting at a desk and using a computer and phone. In order to perform the essential functions of the job, the employee must be able to walk, bend, occasionally lift or move up to 25 pounds, operate a computer and other office equipment. The noise level in the work environment is usually low to moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Occasional travel may be required.

EEO STATEMENT

GO2 Foundation for Lung Cancer provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.