MANAGER, PATIENT OUTREACH AND SPECIAL INITIATIVES

GO2 Foundation for Lung Cancer is seeking a talented and passionate addition to our Patient Support Services Team. Our ideal candidate will have exceptional interpersonal and computer skills and the ability to successfully develop and grow patient programs and services. A degree in nursing or social work is preferable. This person understands the fast pace of a mission-based organization and will come willing to collaborate and contribute great ideas. This position may be fully remote!

TO APPLY:

• Use this URL to apply through Indeed’s website:
  https://www.indeed.com/job/manager-patient-outreach-and-special-initiatives-3416b17a8521c608

***Please include a COVER LETTER WITH SALARY REQUIREMENTS, along with your resume.***

POSITION SUMMARY

The Manager, Patient Outreach and Special Initiatives 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 engage and maintain relationships with healthcare professionals, researchers and industry contacts in the field of lung cancer.

The primary responsibility of this position is to reach, build and learn from the different subsets within the lung cancer community, beginning with the small cell lung cancer community, an underserved, high-risk patient group that has proven challenging to engage in an on-going, consistent way. This person will provide project management support for the cross-organizational Small Cell Initiative, helping to improve resources and outreach to this community and support enduring relationships with patients, caregivers, and professionals. As new opportunities present themselves, the Manager, Patient Outreach and Special Initiatives will be responsible for developing new programmatic initiatives that will directly benefit patients and caregivers. This person will also be an integral member of the HelpLine team, answering and responding to patient and caregiver inquiries by phone and email.
This individual will report to the Senior Director, Patient & Support Services 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 FUNCTIONS 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 a disability or disabilities to perform the essential functions.

The aim is to:

- Increase patient and caregiver awareness of and access to our free education, support, and referral services through understanding their unique needs.
- Increase patient and caregiver awareness and understanding about the promising advances in treatment options, including awareness of side-effect profiles.
- Develop new resources that effectively support subpopulations within the lung cancer community.
- Improve clinical trial accrual through LungMATCH personalized treatment and trial navigation.
- Build a community to increase awareness, support, and education through peer interaction, with GO2 viewed as a partner and resource for the group/leadership.

General Support

- Respond to HelpLine calls (2 days per week), emails, and mobile app request for support with timely, accurate information.
- Create, pilot, and evaluate new program ideas to increase access to lung cancer specific support in the community as well as remote options.
- Attend community events to engage those who are at risk and in treatment, so they are aware of support services and resources for screening and treatment options.
- Collaborate with Patient & Support Services team to and other support programs to increase opportunities for expansion of support.
- Coordinate internal, inter-departmental team to support goals of the Small Cell Initiative.

Educational Support

- Develop content for website, online platforms, and printed materials related to support 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.
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.

SUPERVISORY RESPONSIBILITIES

This is not a supervisory position.

COMPETENCIES

- Excellent verbal and written communication skills
- Prior experience in oncology, HelpLine/Crisis lines and/or developing/delivering patient education programs
- 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
- Excellent critical thinking, organizational, time management, prioritization and problem solving skills
- Ability to learn new technology quickly, including call center and CRM software
- Computer proficiency, specifically with MS Office and databases
- Ability to work effectively within a larger team and with diverse groups and individuals.

REQUIRED EDUCATION/EXPERIENCE

- Bachelor’s degree in health, social work or science-related field.
- Minimum 3 years of experience in program development, preferably in a non-profit environment.

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

This job will be performed in an office environment (GO2 office or remote/home office), 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 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.

TRAVEL REQUIREMENTS

This position will require occasional travel to GO2 office locations, conferences, events.
EEO STATEMENT

GO2 Foundation for Lung Cancer provides equal employment opportunities and consideration 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.