COORDINATOR, PATIENT & SUPPORT SERVICES – 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 Patient and Support Services Coordinator – 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 Patient & Support Services Coordinator (CPSS) will assist the program in providing emotional support to patients, caregivers, and others impacted by lung cancer through GO2 Foundation’s comprehensive services, provide support at events, manage educational publications portfolio and more.

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 Patient & Support Services Coordinator in email subject line.

Thank you!
JOB DESCRIPTION

Job Title: Coordinator, Patient & Support Services
Reports To: Manager, Support Services
FLSA Status: Non-Exempt
Location: GO2 Foundation for Lung Cancer
May be located in San Carlos, CA or Washington, DC

POSITION SUMMARY

The Coordinator, Patient & Support Services (CPSS) is an integral member of the Patient & Support Services program providing assistance and coordinating support 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 CPSS is to assist the program in providing emotional support to patients, caregivers, and others impacted by lung cancer through comprehensive services including peer-to-peer Phone Buddy mentoring, 1-800 HelpLine, the Lung Cancer Living Room, support group network, online forums, support emails, events and other services that may be identified through annual surveys as priority needs. This includes developing and distributing customized patient support packets based on diagnosis and needs, fulfilling healthcare provider orders, and material needs for various events and conferences. The CPSS is also responsible for managing the educational publications portfolio, including the online publications store, maintaining and monitoring publications inventory, and working directly with the fulfillment providers to streamline ordering, including the 1-800 HelpLine, online forums, support emails, events and other services that may be identified through annual surveys as priority 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.

- Assist in responding to HelpLine calls (1-2 days per week), emails, and mobile app and online community requests for support with timely, accurate information
- Input and manage patient data into HappyFox database
- Actively participate and assist in all new and ongoing support services
- Engage in all new and ongoing training initiatives; refine understanding of product and service knowledge regarding complex oncology and cancer treatment options and protocols
- Assist with the Lung Cancer Living Room coordination and logistics
• Assist with metrics/tracking of all support services in order to meaningfully track patient impact
• Collaborate with our interdisciplinary team to create and edit education materials
• Assist in ensuring patient pages on website, printed, and online materials are current and updated
• Distribute patient materials to patients and care teams
• Manage publications inventory and online publications store
• Work with vendors including fulfillment house and printing facilities to ensure availability of publications and streamline print and online ordering
• Potential for travel 3-6 times a year to represent GO2 at conferences, events, and other supportive roles.

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
• Bachelor’s degree in health, social work, or science-related field
• 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 and 2-3 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.

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.