

**JOB TITLE:** Program Manager

**REPORTS TO:** Clinical Program Director

**STATUS:** Full-Time Exempt

**HOW TO APPLY:** Mail a resume and cover letter to Leah Walton, Gilda's Club Kentuckiana, 2440 Grinstead Dr. Louisville, KY 40204 or Leah@gck.org.



## JOB SUMMARY

Engage with members, guests, staff, volunteers and the community to ensure all members' needs are met and no one faces cancer alone. Help facilitate the process of peer support between the program participants, who are the "experts" at living with cancer, to meet our mission, ultimately improving the quality of lives as well as health outcomes for participants. Support the formation, sustainability, and growth of a balanced, dynamic and diverse program which facilitates a community of support and ensures participants receive the psychosocial support critical to whole cancer care.

Fully licensed as a mental health professional in the state of Kentucky (or working towards licensure). This position requires a valid driver's license and reliable transportation and will include regular evenings and weekends. Bilingual in Spanish preferred.

## CORE ACCOUNTABILITIES

### 60% Member Management

- Manage member relations to enhance community, foster member stewardship and increase member utilization of program.
- Increase and sustain active membership/participation, building community among members, and identifying "underserved" populations in an effort to meet team-established goals through:
  - Welcome Tours/Training and Managing Interns for this task
  - Follow-Up Phone Calls with Members
  - CSS Distress Screening/entering in database
  - Interacting with Members at Program Events
  - Resource and Referral Management
  - New Member Welcome Kits
  - Support and Networking Groups
  - One to One Sessions
  - Short Term Counseling and scheduling for contract professionals (clinical)

### 20% Program Support

- Provide support to key components of the program by collaborating in the planning process and providing input on members' needs including:
  - Conflict Resolution with Members
  - Interacting with Members at Program Events/Extraordinary Events
  - Resource and Referral
  - Support and Networking Groups

- One to One Sessions
- Education
- Short Term Counseling and scheduling for Mental Health Professions (contract)
- Develop and sustain Program to increase membership with special attention to diversity and growth for Young Adult Programming
- Engagement with Young Adult Members
- Facilitates one group per week

#### 10% Intern Management and Support

- Support the Clinical Program Director in the management of Social Work interns as part of their practicum experience to prepare them for their Social Work career and educate them about non-profit development, action and growth.
  - Supervise incoming Social Work Interns
  - Develop and Facilitate curriculum for Social Work Interns; Onboarding, Learning Plans, training, professor conferences, and timesheets

#### 10% Support and Assist with Contract Professionals

- Present One to One's in Pre-group facilitator meetings
- Provide collateral for facilitators during pre-group meetings
- Schedule short term counseling appointments

### CORE COMPETENCIES

**Customer Focus.** Systematically gains input from stakeholders and partners and thoroughly understands their needs. Allocates and tailors resources that fulfill and often exceed their expectations for delivery, quality and flexibility in ways that also serve the company well. Organizes around customer requirements. A highly responsive, trusted, respected, and preferred provider.

**Teamwork.** Works collaboratively with others to accomplish common objectives. Integrates and pools resources across major groups. Readily exchanges best practices. Actively contributes to team goals as leader or follower. Shares wins and losses. Steps up to and resolves conflict diplomatically. Develops community. Forges win-win internal and external alliances and joint ventures. Genuinely cares about people. Holds strong relationships with primary work group.

**Valuing Diversity.** Respects differences in ideas, experience, competencies, cultural and geographic background, lifestyle, or work style. Leverages these differences and customizes organizational practices to achieve business objectives and reinforce corporate values. Matches workforce and leadership diversity with labor, consumer and channel partner markets.

**Creativity.** Applies new ways of thinking about situations. Draws on internal and external best practices to revitalize or abandon existing processes. Builds original processes to fit emerging priorities. Makes unique, value-added connections and contributions. Fosters an environment of innovation. Flexible and adaptable. Among the first to create "outside the box". Creatively adapts to societal impacts such as pandemic, severe weather events on those affected by cancer.

**Results Driven.** Demonstrates initiative and sustained motivation to achieve increasingly higher levels of performance - both process and outcome. Prioritizes and invests organizational resources to find and pursue

significant opportunities. Sets the standards for speed, tenacity and resilience. Takes aggressive, calculated risks comfortably. A consistently superior performer who relishes leading and manages others with courage. Thrives on "raising the bar."

**Professional Expertise.** Proven leadership and technical knowledge in key areas of responsibility. Champions development of new capabilities. Shapes strategic direction of profession inside and outside the organization.