

Links for Life
Position Description

Position Title: Patient Advocate

Reports to: Executive Director

FLSA Status: Non-Exempt / 20 Hours per week

Links for Life is looking for a Patient Advocate who will work with cancer survivors, local treatment centers, and health care systems. This includes assessing patient needs, connecting patients to and raising awareness about Links for Life resources, support programs and services, and assisting in meeting other cancer-related needs articulated by patients and families. This person will also be in charge of ensuring tracking in the Constituent Relationship Management system (CRM).

Job Duties:

- Assists cancer patients with programs and services ensuring compassion and empathy on their cancer journey
- Ensures proper documentation of client program interactions through CRM input, Bloomerang and filing of sign-in sheets.
- Manages client-based email systems (CRM)
- Monthly contact with survivors while in active treatment
- Work with cancer treatment centers, clinics, and health care systems to ensure that their office staff, health educators, case managers and social workers are educated on the support services that Links for Life provides breast cancer survivors
- Coordinates survivor and nutrition educational classes
- Assists survivor with proper fitting of wigs, hats, and prosthetics. If not in stock will order the appropriate item from vendors
- Coordinates and implement volunteer program and service trainings
- Coordinates community health events such as screenings
- Creates the monthly program calendar along with scheduling facilitators
- Oversees the interviewing, recruiting and training new facilitators and volunteers
- Conducts research of existing and potential programs and makes recommendations
- Creates and updates policies and procedures of programs and services
- Creates case study materials as needed for program review
- Identifies and plans outreach for community sponsorships for program funding
- Assists in the development of grant applications or proposals
- Schedules and forecasts planning for special client-based events
- As a member of professional groups, attends monthly mixers and meetings
- Consults with staff and board about current programs and opportunities for growth
- Secures educational speakers, creates marketing materials, and ensures day of event details are in place
- Develops content for social media, and emails based on the current and future programs
- Takes photos and document them in company file
- Creates flyers and outreach materials
- Establishes and oversees the budget for programs, ensuring goals and milestones are being met.
- At all times represent Links for Life in the community
- Other duties as assigned.

Qualifications & Skills:

- **Bilingual (Spanish) *required*** excellent verbal & written communication skills
- **Education:** High School graduate or equivalent (diploma or GED certificate required). College experience preferred.
- **Work Experience:** Two years' work experience with cancer patients, community organizing or communications experience: Preferred
- Extremely detailed oriented
- Ability to lead and coordinate people and outreach activities
- Experience in working with volunteers
- Basic computer skills: Microsoft Office
- Flexibility in changing development/organizational needs while maintaining the organization's programs & services
- Ability to utilize outside resources to reach successful outcomes
- Good decision making, problem solving and interpersonal skills