

Links for Life
Position Description

Position Title: Patient Advocate

Reports to: Executive Director

FLSA Status: Non-Exempt / 25 Hours per week

Monday – Friday, 10am – 3:30pm

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 survivors 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

Submit cover letter & resume to Links for Life at staff@linksforlife.org

**Links for Life
Nonprofit 501c3
POSITION DESCRIPTION**

POSITION TITLE: Office Coordinator
REPORTS TO: Executive Director
FLSA STATUS: Non-Exempt; Part-time position, 20 hours per week

Office Coordinator Job Purpose:

Provides business administrative duties to ensure office processes run smoothly. Manages employee documentation, daily activities, and employee-related functions. This position will train and manage office volunteers and coordinate volunteers to represent Links for Life at health fairs and community events.

Job Duties:

- Assists with Walk-in clients when front desk volunteers are not available
- Ensures phones are answered in a timely manner and are directed to the appropriate individual
- Tracks and records all donations made to Links for Life into Bloomerang. Ensure that all thank you letters and receipts for donations are mailed in a timely fashion
- Works closely with the treasurer and bookkeeper to ensure all bank deposits are allocated to appropriate programs/events. Include participating in the billing and accounting duties, ie. resolving billing questions and managing invoices
- Manages documentation, including contracts, timesheets, leave and PTO documentation
- Schedules appointments for Patient Advocate
- Coordinates volunteer orientation and training with support of other staff
- Coordinates volunteers to represent Links for Life at health fairs and community events
- Communicates with staff for the purpose of ordering office supplies and planning of meeting rooms
- Oversees and posts events, programs, and services on a monthly calendar and social media
- Organizes staff meetings, assists, and coordinates board trainings, board of director and executive board meetings
- Responsible for incoming and outgoing mail
- Oversees property management services, including maintenance of building and ordering proper janitorial supplies
- Keeps office organized to promote an efficient working environment
- Supports all Links for Life events
- Coordinates college interns
- Some nights and weekends required
- Other duties as assigned

Qualifications and Skills:

- Bilingual in Spanish preferred
- Prior experience in office management preferred
- Some college preferred
- Ability to implement procedures in a fast-paced and evolving environment
- Experience in customer service
- Exceptional verbal and written communication skills
- Computer literacy, including proficiency in Microsoft Office programs
- Attention to detail
- Highly motivated
- Excellent time management skills
- Strong decision making skills
- Ability to work under pressure
- Critical and creative thinking skills
- Ability to work well without supervision

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