

## Job Description

**\*\*REQUIRED\*\***

**Application Checklist:  
Letter of Interest  
Resume/CV**

**JOB TITLE: Program Assistant**

**REPORTS TO:** Associate Program Director

**CONSULTS WITH:** Associate Program Director (APD), Associate Director (AD), Executive Director (ED) & Other Key Staff

**Summary:** In a small and evolving organization such as the Coalition, it is important to make clear that we all participate in the tasks that need to be done. **At times our responsibilities not only overlap, but also each of us must have the knowledge and the willingness to pick up responsibilities for each other.** Therefore, there are areas that are not listed in this job description that may require that the person in this position be involved in limited ways. The person in this position will also arrange for coverage of duties during times of planned absence (vacation, days off, etc.).

**Requirements:** Exceptional skills in the following areas: organization, communication (written and verbal), computer (Microsoft office, Excel, CRM database, Zoom meeting/webinar platform), and demonstrated success in time management skills. Basic knowledge about breast and/or gynecologic cancer is extremely helpful. This hourly position is approximately 24 hours per week and requires some flexibility for occasional evenings and weekends.

**Shared Duties and Responsibilities:**

**Program Administration/Management:**

- Ensure setup and breakdown is completed for all support and education programs
- Maintain email addresses and database of all program participants (including educational seminars)
- Ensure all clients addresses and pertinent data are entered into CRM and appropriate subgroups
- Send reminders about specific programs 1-7 days ahead, as directed
- Assist with and update monthly paper program calendar for distribution
- Populate Facebook support groups 2021 and prior years
- Maintain attendance for all programs and events
- Assist with meal planning, pickup, and coordination of Young Survivor Gathering, Common Ground Lunches, Emerging Leaders gatherings, Staff luncheons, facilitator meetings

- Coordinate and/or conduct research or web searches for clients, healthcare professionals, and others when requested
- Create and ready sign in sheets for in person events
- Create and ready yearly facilitator contracts
- Create and ready monthly facilitator invoices
- Deliver PALS bags as needed
- Track inventory supplies and report for ordering needs
- Maintain resource packet materials, removing or updating links as needed
  - Breast
  - GYN
  - Metastatic

### **Client Services Coordination**

- Maintain direct contact with client/callers/visitors via telephone/caller/visitors via telephone and/or visits to the Coalition
- Assist with completion and maintenance of client/caller/visitor intake forms
- Oversee client mailing lists, sign-up sheets, and other submitted contact info and updates for CRM database
- Update CRM database with program participation
  - Frequency and Duration of participation
  - Other information as needed
- Assist with program registration processes
- Be prepared to assess needs of client caller/visitor, utilizing APD, AD, ED, as needed
- Utilizing staff, coordinate appropriate referrals to the following resources and services:
  - Other staff
  - BC/ GYN 101
  - BC/GYN 201
  - PALS (Peer Advocates Lending Support)
  - Programs:
    - Brown Bag Fridays
    - Common Ground: Living with Metastatic Disease
    - Common Ground Partners
    - Breast and GYN Cancer Discussion Groups
    - Newly Diagnosed or In Active Treatment Discussion Group
    - Partners/Spouses, Friends & Family Discussion Group
    - Death Cafe
    - Sisters of Color (WOC Discussion Group)
    - Surviving & Thriving on Aromatase Inhibitors
    - Young Survivor Gatherings
    - Lymphedema Networking Group
    - Book Club
    - Voices & Vision Writing Workshop

- Healing arts:
  - Gentle Yoga
  - Qi Gong
  - Tai Chi
  - Mindfulness & Meditation
  - Movement & Motion Class
- Maintain Resource Center, Hat/Prosthetic Corner, Bulletin Boards, Vestibule, Storage Units
- Monitor inventory of paper products/supplies as needed

**Physical and Mental Demands:**

- Requires judgment, integrity and tact
- Must demonstrate initiative and excellent interpersonal skills
- Requires the capacity for adherence to detail
- Must be flexible, well-organized, and a creative problem solver
- Must be able to oversee and coordinate several projects simultaneously and in a timely manner
- Must have ability to work independently and maintain professional work style
- Must be able to endure long periods of sitting, using a phone and computer
- Must be able to lift, carry, push or pull 25+ pounds
- Will be expected to provide support for our special events
- The Breast Cancer Coalition is a **scent-free environment**

**Additional:**

- Hourly position; 24 hours per week
- Health insurance available, prorated