**Position Description**

Job Title Survivor and Caregiver Support Manager

Reports to: Director of Support and Outreach Services

Supervisory Responsibilities: None

Budget Responsibilities: None

Classification: Exempt

**Summary**

In 2018, an estimated 234,000 people will be diagnosed in the US. At the same time, research breakthroughs have revolutionized the way lung cancer is diagnosed and treated, with more options than ever before. The need for supporting this population and their loved ones is greater than ever. Lung Cancer Alliance has a long-established portfolio of support and education programs and resources for those impacted by lung cancer. The Survivor and Caregiver Support (SCS) Manager is responsible for supporting this portfolio. The primary responsibility of the SCS Manager is to respond to inquiries (by phone and email) from those impacted by lung cancer and provide appropriate support and referral services. The SCS Manager should enjoy working directly with patients and caregivers and be comfortable discussing serious health issues with compassion. He/She will work with the Director to recruit volunteers for peer mentoring programs and respond to peer mentoring requests, update patient resources, manage web resource updates and provide support for other initiatives as needed.

**Essential Duties:**

* Answer HelpLine two to three days a week, respond to online questions and provide referrals pertaining to emotional support, cancer risk, treatment and survivorship issues
* Create and execute a recruitment plan to engage new peer mentor volunteers and ensure existing volunteer files and notes are updated regularly
* Develop resources for Helpline staff to maintain high quality support delivery via phone and email
* Create strategy for responding to support requests via web chat
* Create and maintain web content for those impacted by lung cancer
* Work with other team members to develop new programs and services as needs are identified
* Represent Lung Cancer Alliance at meetings and conferences as assigned, sharing information gained with pertinent staff
* Other duties as assigned

**SKILLS/REQUIREMENTS**

* Commitment to LCA’s mission and vision
* Excellent verbal and written communication skills
* Desire to educate, support and improve outcomes for those living with lung cancer
* RN or Bachelor’s degree, preferably in a health-related field including social work
* High level of compassion, especially towards a frequently stigmatized population
* Experience with program management
* Ability to master subject matter pertaining to lung cancer risk, treatment and survivorship issues
* Strong relationship-building and interpersonal skills
* Excellent coordination 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

**SALARY & BENEFITS**

* Salary is commensurate with experience.
* Generous benefits package included.
* Lung Cancer Alliance is an equal opportunity employer.

Please send cover letter, resume and salary requirements to Lung Cancer Alliance through email, jobs@lungcanceralliance.org , subject line “SCS Manager”.

For more information, please visit: [www.lungcanceralliance.org](http://www.lungcanceralliance.org)