**Position Description**

Job Title Survivor and Caregiver Support Manager/Senior 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 with lung cancer 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. A Survivor and Caregiver Support (SCS) Manager is responsible for supporting this portfolio and managing specific programs, while a Senior Manager would additionally engage in assessing current programs and exploring new program development. The primary responsibility of the SCS Manager/Senior 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/Senior Manager should enjoy working directly with patients and caregivers and be comfortable discussing serious health issues with patience and compassion, especially in a heavily stigmatized population.

**Essential Duties:**

* Answer HelpLine 2-3 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
* Maintain regular contact with lung cancer support group facilitators to ensure updated records and opportunity to assist when groups are struggling
* 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
* Develop resources for Helpline staff to maintain high quality support delivery via phone and email
* Work with Communications and Marketing team to ensure public awareness of services
* Other duties as assigned

*Additional Duties for Senior Manager Position*

* *Create strategy for integrating web chat capability into overall program workflow*
* *Assess audience needs and reach of current programs; work with Director to establish success metrics and track programs against metrics*

**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
* Bachelor’s degree in health, social work or science-related field; Master’s degree preferred
* At least 3 years of experience with program management for manager position, at least 5 years for senior manager position
* Ability to master subject matter pertaining to lung cancer risk, treatment and survivorship issues
* Strong relationship-building and interpersonal skills
* Preference for candidates with prior experience in oncology, support group facilitation, HelpLine/Crisis lines and/or developing/delivering patient education programs
* Preference for candidates with supervision experience
* Excellent critical thinking 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 position”.

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