To apply, please email resume to:
careers@hopecancerresources.org

Job Title: **Programs Outreach Manager**

Reports To: Director of Social Work Services

The Programs Outreach Manager (POM) will be a full-time exempt employee who will be a part of the team to support Hope Cancer Resources patient support services programs.

Responsibilities/Duties:

- Supervise Programs Administrative Assistant and Case Managers
- Care Closet Management
    - Identify items to carry, target inventory levels, managing the supply, and promote the program
    - Outreach to potential sponsors of items or sections of the closet, working closely with HCR Development to coordinate gifts and donor relationships
    - Work with Programs Administrative Assistant on inventory management system
- Perform navigation with patients and assist with appropriate resources
- Work with Director of Operations to coordinate volunteer services
- Identify and drive efficiencies within the department.
- Have vision and identify growth opportunities within the department.
- Develop and maintain relationships with other resource partners and provide necessary referrals as needed.
- Along with the Director of Social Work Services, is responsible for the recruitment, employment and release of all staff under his/her direction working in conjunction with Human Resources/VP Programs, including all terminations to be approved by the President/CEO.
- Ensure that all activities consistently and ethically operate within the mission and values of Hope Cancer Resources.
- Ensures regular performance management that includes feedback, formal evaluations, coaching, work direction & career development
- Provides leadership and direction to maintain a climate that attracts, retains, motivates, inspires and empowers a diverse and strong staff team.
- Manage gas card payment system (possibly emergency assistance if all falls under Venmo, Zelle, etc…)
- Create/process necessary Programs reporting.
- Serve as administrator for case management software.
- Cover Programs Administrative Assistant as needed.
- Other duties as assigned by the supervisor.

Skills/Qualifications:

- Demonstrated commitment in the vision and mission of Hope Cancer Resources
- B.S. or B.A. degree in case management, human services, public health or related field. Prefer a minimum of 5+ years of experience.
- Patient Navigation experience or professional equivalent
- Preferred non-profit experience
- Spanish/English bi-lingual preferred
- Highly organized
- Computer skills, including Microsoft Office
- Detail oriented
- Excellent interpersonal skills
- Ability to work well under pressure and meet deadlines
- Ability to be empathetic with patients and their loved ones
- Strong oral and written communications skills
- Be able to multi-task