

**CANCER CAREPOINT**  
**DIRECTOR OF PATIENT PROGRAMS**

(Feb. 2018)

Cancer CAREpoint, a dynamic and growing community-based organization in Silicon Valley providing direct non-medical support to cancer patients and their families, is looking for a Director of Patient Programs who can help guide the organization as we continue to grow through our 5<sup>th</sup> year of providing services. This position is responsible for overseeing the Patient Services Department and is a vital part of Cancer CAREpoint. In this exciting role, you will direct the Patient Services Department and team in support of Cancer CAREpoint's vision and strategic plan as well as participate in the leadership of the entire organization.

The Director of Patient Programs works to ensure that Cancer CAREpoint provides the highest quality programs and services to clients and fulfills our mission of transforming support for cancer patients and their families in Silicon Valley.

We are seeking a professional with strong program development and planning experience, supervisory experience and understanding of clinical issues to join our excellent staff. This position reports to the Executive Director and is a full-time benefitted position including some evening hours.

**Responsibilities include:**

Program Development and Planning:

- Work with Executive Director on strategic planning and setting programmatic direction.
- Develop program plans and activities.
- Develop and monitor the annual Patient Services Budget.
- Work with Patient Services staff to coordinate service providers and develop client resources.
- Manage client evaluations and analysis of results.
- Monitor programs, services and client needs.
- Develop goals and objectives for programs and metrics for measuring success.
- Provide direct client support and other duties as needed.

Personnel:

- Provide direct supervision to social work and program staff.
- Oversee volunteers in collaboration with Patient Services staff.
- Conduct staff evaluations and set staff performance goals.
- Advance the competencies of staff in intake, assessment, and service delivery.
- Assess individual staff training needs and coordinate in-service trainings.

Outreach:

- Identify opportunities for outreach and for collaborations with existing medical centers, health professionals, etc.
- Conduct presentations in the community.
- Work with the Executive Team to develop and implement an outreach plan.

Administration:

- Participate in team meetings and attend Board of Directors meetings.
- Write reports on program activities for Executive Director, board and funders.
- Assist Executive Director and Development Director with writing and monitoring program specific grants.
- Serve as a resource for staff, clients, board and the community.
- Provide written content for newsletter and e-news and other patient related material.

### Qualifications:

- A master's degree from an accredited graduate school in social work, social welfare, counseling, psychology, public health, non-profit management, human services, nursing or a related field.
- Able to manage several projects simultaneously.
- Experience with administration and budgeting.
- Experience working with a diverse population.
- Understanding of systems and ability to have a big picture perspective.
- Experienced doing community outreach and public presentations.
- Strong leadership/management skills to supervise, select, train, mentor, evaluate and motivate staff.
- Strong program development and program evaluation skills.
- Knowledge of Salesforce or similar CRM database.
- Understanding of psychosocial oncology or health related issues.
- Knowledge of community resources.
- Excellent written and oral communication skills.
- Creative and good sense of humor.
- Good computer skills.
- Ability to use independent judgment, make sound decisions and take initiative.
- Strong interest in the mission of Cancer CAREpoint.

Please send a resume and thoughtful cover letter to Rob Tufel, Executive Director, at [Cancercarepointjob@gmail.com](mailto:Cancercarepointjob@gmail.com). No phone calls. Cancer CAREpoint is an equal opportunity employer. **Candidates of all backgrounds are encouraged to apply.** To learn more about Cancer CAREpoint, visit [www.cancercarepoint.org](http://www.cancercarepoint.org).