JOB DESCRIPTION
Gilda’s Club Quad Cities
PROGRAM MANAGER

BASIC FUNCTION
Gilda’s Club Quad Cities Program Manager assists the Program Director and other program staff in managing the organization’s program operations. The individual will interface with Gilda’s Club members, potential members, program staff, independent program contractors, volunteers and the professional community. Utilizing his/her clinical skills, the Program Manager will provide a quality program in full compliance with Cancer Support Community program philosophy. Reporting to the Program Director, the Program Manager will work collaboratively throughout the organization to ensure that program efforts are consistent with and supportive of Gilda’s Club Quad Cities overall strategic plan and vision.

Major Duties and Responsibilities:
• Assists with outreach efforts to increase program awareness and cultivate new memberships
• Cultivates and sustains relationships with community organizations via outreach and visits to organizations/agencies
• Serves as “on call” staff for inquiries, referrals and NMM/CSS scheduling as needed
• Assists in scheduling/coordination of monthly program calendar; program planning and implementation; scheduling community speakers for lectures and workshops
• Participates in program supervision meetings
• Facilitates workshops/support groups as scheduled; communicates with the PD issues of concern regarding prospective and current members
• Facilitates CSS completion and follow-up referrals as needed
• Participates in community activities and clubhouse functions
• Assists in program marketing efforts, including but not limited to social media posts, press releases, newsletter articles and identifying key community members for media
• Coordinates with the PD to extend services onsite or offsite to new and underserved populations and outlying communities
• Assists PD/Program staff with coordinating volunteers and clinical interns, as needed
• Responds to volunteer inquiries and conducts volunteer interviews, as needed
• Assists PD/Program staff with coordinating volunteers for health fairs, medical conferences and other activities in the community
• Additional duties as assigned by PD/CEO
• Maintains licensure requirements and appropriate number of CEU’S

Competencies:
• Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
• Interpersonal - focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
• Community Member Service - manages difficult or emotional community member situations; responds promptly to community members’ needs; solicits community member feedback to improve programs; responds to requests for assistance; meets commitments.
• Oral Communication - speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
• Written Communication - writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
• Organization Support – completes administrative tasks correctly and on time; supports organization’s goals and values.
• Planning and Organizing – prioritizes and plans work activities; integrates changes smoothly.
• Dependability - follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
• Professionalism - approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments; maintains healthy professional boundaries.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:
• Master’s degree in the mental health field from an accredited graduate school (MSW, MFT, MSEd, PsyD, PhD, etc)
• Eligible candidate must be licensed in their profession or eligible to be licensed.
• Proof of documentation as being registered with Iowa Board of Social Work or Iowa Board of Behavioral Sciences. All records are to be kept current and the Program Director must be notified immediately if the ability to practice clinically in the state of Iowa lapses.
• Strong clinical skills, including group facilitation experience and ability to work with issues surrounding chronic and life-threatening illness. Willingness to network and consult with other clinicians.
• A passion for Gilda’s Club Quad Cities and its mission.
• The ability to work in an organized manner and be a self-starter; must possess strong interpersonal and written communication skills.
• Ability to administer CSC policies and procedures while maintaining a warm, professional, personal, informative, and effective program.
• Regular submittal of all required clinical documentation in a timely and accurate manner.
• One to three years of experience in oncology and/or support group facilitation highly desired.
• One to three years of experience working with Children, Teen and Family populations, including planning and implementing CTF programs, is highly desired.
• A background check will be required.

Skill/Abilities:
Language Skills:
Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from community members, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Reasoning Ability:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
Computer Skills:
To perform this job successfully, an individual should have knowledge of Microsoft Office, Microsoft operating systems, and database familiarity. Individual will be required to input data into Gilda’s Club database member program. Willingness to learn basic design programs for flyer creation and calendar management.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may occasionally be exposed to members who become ill on site. They may have contact with members under wide variety of circumstances and are subject to varying and unpredictable situations. The employee will be able to handle emergency or crisis situations. The employee is subject to many interruptions, irregular hours including evenings and weekends, some travel may be required.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 40 pounds. While performing the duties of this job, the employee is regularly required to sit, walk, bend, ascend and descend staircases.

The above job description is not intended to be an all-inclusive list of duties and standards the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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