

## Cancer Support Specialist

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### Overview

Imerman Angels was created on the belief that no one should have to face cancer alone and without the necessary support. At 26 years old, Jonny Imerman was diagnosed with testicular cancer and began his fight against the disease. Throughout his experience, Jonny was lucky enough to have loving support from his family and friends but had never met anyone his age who was a cancer survivor. He wanted to talk to someone just like him, someone who truly understood, and was intimately familiar with his experience. In short, he was looking for someone who had already faced the same type of cancer. This was the beginning of Jonny's vision and in 2006, it became a reality when he founded Imerman Angels.

Through our unique matching process, Imerman Angels partners anyone, any age, any gender, anywhere and any cancer type seeking support with someone just like them – a "Mentor Angel." A Mentor Angel is a cancer survivor or caregiver who most importantly has faced the same type of cancer.

### Position Summary

The Cancer Support Specialist is a key member of Imerman Angels' personalized cancer support services team who works directly with a diverse group of individuals and community stakeholders to find the best mentor for the cancer fighters, survivors, previvors and caregivers. The Cancer Support Specialist is able to assess the needs of all people engaging with our program while maintaining a reassuring, calming, nurturing and empathetic voice. This position is full-time exempt, located in Chicago, Illinois.

### Direct Report:

Manager of Programs

### Objectives:

- Assess the needs of those looking for support to ensure the best match
- Screen, register and train Mentor Angels from around the world
- Help achieve daily, weekly, monthly and annual match and mentor goals
- Handle special/escalated cases
- Demonstrate high-level knowledge of our external cancer partner organizations for incoming and outgoing referrals
- Coordinate with the Programs staff, volunteers and interns on daily assignments
- Run database queries to match Support Seekers with the best possible available Mentor Angel(s)
- Train, support and collect feedback and testimonials, updating profiles, etc. for Mentor Angels

- Maintain up-to-date expertise about cancer types, subtypes, treatments, procedures, side-effects, etc.
- Staying current regarding cancer-industry events, topics, news, issues, trends, etc.
- Identify, suggest and implement improvements to all connection-related activities and tools, as well as, outreach opportunities to continue spreading Imerman Angels' mission

### **Organization-wide support**

- Provide support to volunteer team members by assisting with their training and inquiries
- Support all other areas of Imerman Angels related projects, outreach initiatives and events as needed
- May be required to work some evenings and weekends, depending on events and caseload

### **Desired Attributes**

- Cancer connection preferred
- Bilingual Spanish preferred
- Team player
- Multi-tasker
- Passion for helping others

### **Compensation and Benefits**

- Salary for this position is commensurate with experience
- Highly competitive health insurance package
- Paid vacation and holidays

### **To Apply**

Send cover letter and resume to Jackie at [jherigodt@imermanangels.org](mailto:jherigodt@imermanangels.org). No phone inquiries please.