

Job Description

Position Title: Cancer Support Specialist - FT
Department: Programs
Status: Full-time employee
Supervisor(s): Director of Programs
Director of Partnerships and Engagement

About Imerman Angels:

Imerman Angels (IA) 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 2003, it became a reality when he founded Imerman Angels.

Through our unique matching process, Imerman Angels partners anyone seeking cancer support with a "Mentor Angel." A Mentor Angel is a cancer survivor, previvor or caregiver of the same age, same gender, and, most importantly, who has faced the same type of cancer. Our service is absolutely free and helps anyone touched by any type of cancer, at any cancer stage level, at any age, living anywhere in the world.

Position Summary:

The Cancer Support Specialist (CSS) serves as the backbone of our personalized cancer support program and works directly with our community to find the best mentor for the cancer fighters, survivors, previvors and caregivers we serve. The CSS does this while providing a reassuring, calming, nurturing, and empathetic presence and voice. The CSS performs assessments of Support Seekers and Mentor Angels via phone, video conference and/or email. The CSS performs database inquiries using information collected during assessments that facilitates effective matches between Support Seekers and Mentor Angels. The CSS trains Programs interns and volunteers on Imerman Angels procedures and practices.

Position Details

Work Schedule: Weekdays, 11:00am - 7:00pm CST; some weekends required
Compensation: TBD
Other Benefits: Paid health insurance; Paid vacation days and holidays; Flexible work schedule; remote work from home (per Supervisor discretion)

Position Functions and Responsibilities

(80%) Support Seekers/Mentor Angel Assessment & Case Management

- Assess the needs of Support Seekers (i.e., people reaching out to Imerman Angels for support) via phone calls, email, or video conferences.
 - Collect and collate data on Support Seekers' backgrounds, diagnosis, treatments, and aspirations for their potential Mentor Angel (i.e., a cancer survivor, previvor or caregiver who provides one-on-one mentorship).
 - Exhibit effective verbal communication skills and practice empathy when interacting with Support Seekers.
 - Collaborate with other members of the Programs Team to brainstorm solutions and approaches for cases requiring escalation.
- Assess, screen and train Mentor Angels.
 - Function as "case manager" for Mentor Angels through the assessment process by collecting data on their backgrounds, diagnosis and treatments to better pair them with appropriate Support Seekers.
 - Contact Mentor Angels (via phone and email) and alert them when Support Seeker matches are discovered.
- Enter Support Seek and Mentor Angel data accurately and efficiently into Salesforce database.
 - Observe IA standards and practices for the handling of sensitive and confidential material.
 - Perform database queries to match Support Seekers with the best possible Mentor Angel(s)
- Coordinate assessments and consultations to/from external Cancer Partner Organizations.
- Make other strategic decisions (as required) to ensure Support Seekers and Mentor Angels get the care, service and support they deserve in a timely fashion.

(10%) General Administration

- Manage daily deadlines and schedules, and self-regulate your workflow with minimal supervision.
- Use Google Office Suite applications (Gmail, Google Calendar, GChat, Google Drive, Google Meet) to effectively communicate with other team members, external supporters, partners and clients.
- Update and improve knowledge and understanding of issues related to the cancer community. Including (but not limited to) jargon regarding diagnosis, cancer types/subtypes, metastasis, treatments and genetic mutations.

(10%) Team Collaboration & Organizational Support

- Support and attend organizational fundraising events as requested. (Note; these events may occur after regular business hours and/or on weekends)
- Assist in achieving departmental and organizational monthly and annual goals. These include (but are not limited to) monthly match goals, Mentor

- Angel recruitment/retention goals, etc.
- Attend Programs Team and All-staff meetings as required.
- Attend professional development and training activities (in-person, via phone or via web conferences) as required.
- Assist in training of Programs interns and volunteers.
- Support other IA departments in Programs-related activities such as fundraising, outreach as needed.

Position Requirements:

- Previous experience customer service experience
- Excellent verbal and written communication skills
- General computer skills and data entry experience
- Organized and detail-oriented self-starter
- Ability to work independently with little supervision
- Team player
- Able to multitask with ease
- Passion for helping others

Work Environment

The physical demands and work environment described below are representative of those one would encounter while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

- This role requires frequent sitting. This role uses standard office equipment such as computers/laptops, monitors and printers/scanners. Employees are regularly required to communicate effectively via computer, phone and/or in person.
- Imerman Angels is a hybrid workplace. Some workdays are onsite at our offices, while others require working remotely. IA does not have control over the accessibility of off-site locations it does not control.

Our Commitment to Diversity and Equal Opportunity

Imerman Angels provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, citizenship status, age, disability, genetic information, marital status, ancestry, sex, pregnancy, parental status, credit history, order of protection status, expunged or sealed convictions, or status as a covered veteran (including unfavorable military discharge) in accordance with applicable federal, state and local laws. Imerman Angels complies with applicable federal, state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Imerman Angels expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Imerman Angels' employees to perform their expected job duties is absolutely not tolerated.



How To Apply:

Please email a cover letter and resume to:

Rick Garmon, Director of Programs
rgarmon@imermanangels.org

No phone inquiries or mail submissions please. Questions may be directed to the email address above.