

Job Description

Position Title: Mentor Intake and Training Intern/Volunteer
Department: Programs
Status: Unpaid Internship; volunteer
Supervisor(s): 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 Mentor Intake and Training Intern/Volunteer (MITIV) supports Imerman Angels' Programs Team, and works directly with our community providing a reassuring, calming, nurturing, and empathetic presence and voice. The MITIV performs assessments of Mentor Angels via phone, video conference and/or email. These assessments include collecting vital information that facilitates the Mentor Angel's match with an appropriate Support Seeker. The MITIV initiates and oversees the training process for Mentor Angels. The MITIV must have excellent communication skills (verbal and written), and be able to work efficiently and effectively with minimal supervision. The MITIV should be comfortable multitasking and possess excellent general computer skills (i.e. using Chrome web browser, typing/data entry, using web conferencing applications such as Google Meet and Zoom, etc.).

Position Details

Work Schedule: (for internships) A minimum commitment of 12 weeks; A minimum commitment of 16 hours/wk
Compensation: n/a
Other Benefits: Flexible work schedule; remote work from home (per Supervisor discretion)

Position Functions and Responsibilities

(80%) Mentor Angel Assessments & Case Management

- Assess, screen and train Mentor Angels via phone calls, email and/or video conferences.
 - 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.
 - 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.
- Enter 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 Mentor Angels with the best possible Support Seeker(s).
- 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 and 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, metastasis, treatments and genetic mutations.

(10%) Team Collaboration

- 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.

Position Requirements:

- Excellent verbal and written communication skills
- General computer skills
- 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:

Jackie Herigodt, Director of Partnerships and Engagement
jherigodt@imermanangels.org

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