CANCER RESOURCE CENTER
OF THE FINGER LAKES

Position Description

POSITION TITLE:	Program Director	**FLSA CLASS:**	Full Time Exempt Administrative
REPORTS TO:	Executive Director	**DATE:**	August 2021

The Cancer Resource Center of the Finger Lakes strives to offer support to anyone affected by cancer regardless of their age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, or veteran status, and other characteristics that make up our community. This inclusive criteria also applies to our hiring policy.

Characteristics of the RIGHT people for the CRC team!

1. VALUES
   Honest, Integrity, Teamwork – *defined as an atmosphere of mutual support, respect and trust.*
2. MOTIVATION
   Self-starter and mission driven
3. OWNERSHIP
   Personal responsibility for what you are tasked to do.
4. COMMITMENT
   Follow through on tasks.
5. PASSION
   Passion for the CRC mission that "No one should face cancer alone."
6. MATURITY
   Window vs Mirror – when something goes wrong do you look through the window and blame the team or look in the mirror? When things go right, do you look through the window and give credit to the team or look in the mirror and take credit for yourself? *Knowing the difference is maturity.*

Job Summary

The Program Director oversees the collaboration between Client Services and the Volunteer Program, They will also be responsible for assessing the support needs to research and develop new programs to ensure that the agency is providing supports to everyone in our community affected by cancer. Other expectations are; connecting with other cancer resource agencies to both collaborate on new ideas and broaden our outreach and branding. This position will also liaise with the Executive director as requested.

Responsibilities/Activities

- Oversee and coordinate volunteer scheduling and training for all volunteer opportunities.
- Oversee all programing and support group scheduling and facilitation.
- Create and oversee Volunteer recruitment programs.
- Produce reports from database for the purpose of grant reporting.
- Initiate client and volunteer surveys to ensue supports are all encompassing and all needs met.
- Identify emerging community needs and develop new programs including engaging educational speakers for new and existing programs.
- Oversee accuracy of Client Service Database management.
- Assist Executive Director with invoicing, HR related processes and financial reports.
- Serve as primary liaison to physicians and other providers for all medical partners and contracts.

*Consider your job description to be the foundation of your responsibilities, not the boundary.

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- Oversee maintenance of client/support group data in database.
- Collaborate with Marketing and Donor Relations Coordinator for fundraising opportunities, success stories and enews content.
- Serve on the Client Services Committee.
- Outreach to community organizations including presentations.
- Represent CRCFL in the community as needed.
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Team duties

- Answer phones when needed.
- Assist the team by providing routine administrative support when needed.
- Greet clients and volunteers when needed.
- Attend committee meetings as assigned.
- Support CRC strategic priorities
- Other duties as assigned.

Minimum Requirements

- Bachelor's degree.
- A minimum of 3 years prior experience in human services or related field.
- Ability to assess problems and subsequently select strategies, services or interventions for the Client Services team.
- Synergistic approach to working with colleagues, volunteers and community partners.
- Excellent oral and written communication and listening skills.
- Attention to detail.
- Professional appearance and behavior.
- Ability to maintain confidentiality of all client and organizational matters.
- Willingness to learn new skills and assume new responsibilities.
- Knowledge of the community in order to identify potential resources (including volunteers) desirable.

Salary commissary with applicant's qualifications.

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