



Job Description:

Hospital & Youth Program Specialist

FLSA: Exempt

Employment Status: Full -Time – salary basis

Reports To: Director of Programs

Position Overview

The Hospital & Youth Program Specialist is part of the programs team. They manage all hospital-based programs and facilitate in-house youth/teen programs.

Essential Duties and Responsibilities

The Hospital & Youth Program Specialist manages all components of the My Journey Series® and serves as the primary programs team member to plan, attend, facilitate and evaluate in-hospital activities and programs. The Hospital & Youth Program Specialist is also responsible for facilitating the in-house youth and teen programs that serve the children and families of CCC, including recruitment and management of day-program volunteers.

Job duties include but are not limited to:

Hospital-Based Programming

- My Journey Series (My Journey Book, Welcome Box, Beads4Bravery®, Courage Store®, Star Box)
 - Support Director of Programs in management of new family constituent database, receipt of new family forms and mailing of Welcome Boxes
 - Manage and facilitate sending Star Boxes
 - Manage inventories for all My Journey Series programs
 - Serve as point of contact for hospital staff related to My Journey Series needs, including but not limited to supply needs for all program components.
 - Coordinate and facilitate delivery and organization of program supplies with hospital partners as needed.
- In-Hospital Programs
 - Plan, coordinate, facilitate and evaluate monthly in-hospital activities for both Blank Children's Hospital and Stead Family Children's. Plan activities for 4-6 months at a time, including ordering, organizing and managing supply inventory.
 - Serve as lead CCC staff member attending and facilitating 75% of the activities throughout the year (12 activities done annually, per hospital).
- Represent CCC and build rapport with families in the hospital and with hospital staff.
- Work closely with Director of Programs to develop and implement new in-hospital programs with the My Journey Series expansion. Once programs are established, lead the facilitation and evaluation of new hospital programs.
- Serve as primary programs team member to travel to and support current and future Iowa City programs.

Child/teen-Focused Programming

- Kids Club – Attend and facilitate 75% of Kid’s Club programs
- Teen Hangout – Attend and facilitate 75% of Teen Hangout programs
- Holiday Drop-Off – Attend and support event alongside all members of the programs team
- Teen Lock-Ins – Attend and facilitate (1-2 occurrences annually)

Program Volunteers

- Serve as overall expert in volunteer CRM
- Manage the volunteer@ccciowa.org email
- Manage credentials and scheduling of volunteers for all day programs/in-house programs (Kid’s Club, Teen Hangout, Teen lock in, Holiday Drop Off), excluding day camp. Implement participation of volunteers for in-hospital programs as My Journey Series expansion occurs.
- Manage credentials, scheduling and pre-camp communication for day shift volunteers at Oncology and Sibling camp. Work closely with Camp & Youth Program Manager to understand volunteer needs. Provide clear hand-off regarding day-shift volunteers for oncology and siblings camps to Camp Director, Assistant Camp Director and Volunteer Director, if not attending camp.

Empowering Scholarships

- Facilitate and manage the Empowering Scholarship program, including creating, receiving and processing applications, communication with third party contacts (school counselors, social workers, medical teams, etc.) and support program advertising.
- Manage communication with applicants regarding scholarship decisions.
- Manage Scholarships@ccciowa.org email

Additional Program Support

- Provide general assistance and data/logistics support with the Programs team as requested. An increased level of support to be provided following the registration closing date of week-long camps and following camps.
- Family programs and events – Attend and assist with other programs as needed. Occasional support and attendance at development events that require all-staff assistance or CCC family-facing support.

Core Competencies

To perform this job successfully, an individual should demonstrate the following competencies:

1. **Mission Ownership** – Demonstrates understanding and full support of the mission, vision, and core values of CCC; can demonstrate those values to others; consistently behaves in accordance with the mission, vision, and core values. CCC’s core values are: Purposeful, Accountable, Inspired, and Dedicated
2. **Team Orientation** – Demonstrates interest, skill, and success in team environments; places group goals ahead of personal agendas; steps up to offer self as a resource to other members of the team; understands and supports the importance of teamwork; shares credit for success with others
3. **Time Management and Priority Setting** – Able and willing to focus time on tasks that are more likely to meet goals; uses time effectively and efficiently, eliminating roadblocks and projecting focus; values time and respects the time of others; concentrates his/her efforts on the most important priorities; can appropriately attend to a broad range of activities

4. **Project Management** – Identifies the key objectives and scope of a proposed program or activity. Gathers needed resources and program support, develops a realistic and thorough plan for achieving key objectives, keeps team members and families informed, implements action plans and identifies and resolves barriers and problems.
5. **Helping Orientation** - Demonstrates concern for and attends to the needs of CCC's families. Projects a sense of empathy and understanding when dealing with families; is able and willing to supply answers and resources. Fosters natural connections between children and families and supports a culture of welcoming and connection
6. **Interpersonal and Relationship Skills** – Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization, including families and donors; uses diplomacy and tact; is approachable. Effectively manage relationships with staff, volunteers, children & families, donors, and healthcare professionals. Appropriately manages conflict as presented
7. **Verbal and Written Communications** – Is able to speak and write articulately and clearly in a variety of communication settings and styles; can get messages across that have the desired effect.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Education and Experience

- The ideal candidate will have a bachelor's degree in human services, health or social sciences, communication or related field and a minimum of 1-year related, professional experience or an equivalent combination of education and experience.
- Experience working with children and families is necessary. Experience working in the healthcare setting/patient care is preferred.
- Highly organized, self-motivated and self-monitored, and detail oriented.
- Experience with program planning is preferred.
- Strong verbal and written communication skills
- Desire to build and maintain strong relationships with staff, volunteers, families, and healthcare professionals.
- Knowledge of CRM databases preferred
- Proficient in MS Excel and other Office products as well as other productivity tools such as Canva, ASANA, CampBrain, etc.

Supervisory Responsibility

This position has no direct staff supervisory responsibilities but provides direction for volunteers as needed.

Work Environment

This job operates in a professional office environment, healthcare setting and off-site venues. This role routinely uses standard office equipment such as computers, phones, and printers.

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee must frequently lift and/or move objects up to 10 pounds and occasionally lift and/or move objects up to 50 pounds. This employee will also be asked to walk frequently across various terrains, inclines, stairs, etc. at program sites.

Position Type and Expected Hours of Work

This is a full-time FLSA exempt position. Wages are paid on a salary basis. Days and hours of work are typically Monday through Friday, between the hours of 8:00 a.m. to 5:00 p.m. However, this position will be required to adjust hours to work evenings and weekends to fulfill the job duties and meet the needs of scheduled programs. Travel, via car, will be required to support programming in Iowa City and other parts of the state.

This position is primarily an in-office position with the option to work remotely on an occasional basis, with advanced permission from supervisor, after 6 months of employment.

Travel

Travel is required primarily during the business day, although overnight and out-of-the-area travel is expected to meet program needs. Travel, via car, will be required to support programming in Iowa City and other parts of the state (monthly). Therefore, a clean driving record is required.

Acknowledgement

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, Children's Cancer Connection reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed. I understand that I may be required to work hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at will employee. I have the right to terminate my employment at any time and for any reason, and Children's Cancer Connection has a similar right.

Employee's Signature

Date

Supervisor

Date

Children's Cancer Connection is an Equal Employment Opportunity Employer. In compliance with the Americans with Disabilities Act, Children's Cancer Connection will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with their supervisor.