

REPORTS TO: Clinical Program Director

Status: Full-time exempt

JOB LOCATION AND HOURS

This position will be located at 1200 Old Henderson Road, Columbus, OH 43220. Our normal work hours are 9:00 am to 6:00 pm, Monday through Friday. All current staff members have been fully vaccinated against the coronavirus.

ORGANIZATION INFORMATION

At Cancer Support Community we provide emotional and social support, education, and resources to people impacted by cancer (including patients, survivors, family members, caregivers, friends, and co-workers) to help them manage their cancer journey and achieve better health outcomes and improved quality of life. We offer more than 70 monthly evidence-based programs, all at *no cost*. Our mission is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community. More information about our programs and services can be found at www.cancersupportohio.org. The position is new and will be helping to add new care coordination services to be offered by Cancer Support Community Central Ohio.

OVERVIEW

The Care Coordination Manager will serve as the foundation for the comprehensive community navigation program for the underserved community. The Care Coordination Manager will provide and manage programming that addresses the entire continuum of cancer: before, during, and after treatment.

The four main aspects of this job include:

1. Care Coordination & Support
2. Resource Identification
3. Cancer Prevention & Awareness
4. Documentation, Data Entry & Reporting

There may be other duties as assigned. This is a fluid position that will continue to grow and change over time. Flexibility and the ability to increase services for patients and caregivers is a must.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Care Coordination and Support:

- Complete all training for the Central Ohio Pathways Hub.
- Complete the George Washington University Community Oncology Navigation training program.
- Become proficient in and implement Cancer Support Source, Cancer Support Community's distress screening tool.

- Identify low-income individuals and complete a comprehensive risk assessment using The Pathways Hub.
- Conduct monthly in person visits with participants to identify needs, complete pathways and provide ongoing documentation.
- Build and maintain a case load of at least 20 people.
- Once a caseload of 20 people has been achieved assist in hiring and training additional Community Health Workers.
- Supervise Community Health Workers and ensure all work is accurate and timely.

Resource Identification:

- Identify resources that address barriers to care and how to link participants to the resources (e.g.: food insecurity, housing, transportation, childcare, financial assistance).
- Build and maintain the database of local community resource organizations and individuals.
- Stay current with mental health, wellness, and education programs and services provided by Cancer Support Community.

Cancer Prevention and Awareness:

- Create and distribute pertinent cancer prevention and educational materials and programs (e.g.: flyers, pamphlets)
- Provide cancer prevention and awareness education at appropriate community events.
- Take materials to local medical professionals, faith organizations, community centers, Non-Profits, libraries, food pantries, grocery stores, and other appropriate locations to promote programming.

Documentation, Data Entry and Reporting Duties:

- Maintain statistical data on referral sources and professional referrals.
- Perform data entry for all events attended, resources provided, and client data.
- Stay current with review literature and report relevant findings
- Generate oral and written reports of statistical data.

ADDITIONAL RESPONSIBILITIES AND REQUIREMENTS

- Attend team meetings.
- Attend Cancer Support Community staff meetings and keep the staff current on your activities.
- Some weekends and evenings will be required.
- Must possess reliable transportation in good working condition.

SKILLS AND KNOWLEDGE REQUIRED

- Cultural humility and ability to demonstrate sensitivity to cultural needs.
- Must be a Certified Community Health Worker (CHW) or willing to complete the training to become a CHW.
- Bachelor's degree in a relevant health-related field (e.g., public health, social work, etc.) with at least 3 years of experience preferred.
- Stellar management of follow-up calls and appointments required.
- Excellent written and verbal communication skills are a must.
- Proficiency in problem solving required.
- Must be a self-starter and able to work independently.
- Ability to build and maintain positive relationships with staff, participants, community partners required.