

The Gathering Place is a non-profit community-based cancer center located in Cleveland Ohio that supports, educates, and empowers individuals and families currently coping with the impact of cancer through programs and services provided free of charge. We are seeking a Participant Navigator to assist in the development and implementation of programs and services addressing psychosocial support for individuals and families.

Job Summary: The primary responsibilities of the Participant Navigator include facilitating participant entry into The Gathering Place (TGP) programs and services, and serve as an ambassador to the vision, mission, and guiding principles of TGP while maintaining the highest standards of professionalism, confidentiality, and integrity. Oncology clinical experience preferred; general computer skills required. A warm and welcoming demeanor is a vital component to this position. The Participant Navigator provides direct services as the first point of contact and supports the front desk team to create and maintain a welcoming environment for all participants and guests.

Key Responsibilities:

Participant Engagement

- Facilitate participant entry into TGP programs through engagement, assessment, introduction to programs, and referrals as needed
- Available to meet with “walk-ins” and new participants for tours and overview of programs at TGP
- Facilitate group or individual Welcome Orientation as needed
- Receive and assist participants - includes active listening, disseminate information on TGP programs and services, and make referral to appropriate staff.
- Handle sensitive and emotional information from people impacted by cancer and act as a support person to help them get connected to TGP services
- Receive callers via phone and make appropriate referrals for incoming calls
- Provide an initial response to visits and calls from the public, media, donors, and volunteers, and direct them and make appropriate referral to staff
- Responsible for welcoming appearance and organization of reception area, including displaying program materials and stocking program brochures and materials as needed
- Under the direction of the medical librarian, assist participants in the use of the library and library check out process
- Respond to inquiries from potential participants and follow up on referrals from health care partners
- Follow up with participants at appropriate intervals to monitor progress, assess needs, and provide resources and assistance as needed.
- Complete appropriate documentation in participant data base (i.e., Apricot and Mindbody)
- Comply with HIPPA guidelines while handling personal health information (PHI)

Information and Education

- Assist with class and program logistics as needed

Volunteer Support and Front Desk Management

- Model for volunteers
- Actively engage and contribute to a healthy, stimulating, productive work environment where all constituents, participants, staff, volunteers, and donors feel welcome
- Under the direction of the Volunteer Service Manager (VSM), provide supervision of the front desk volunteer in activities as outlined by the VSM.

- Under the direction of the Volunteer Service Manager (VSM), coordinates with front desk volunteers to assist with logistics related to wig salon and healing arts (i.e., massage, reiki, reflexology) appointment scheduling, reminder emails and any follow up communication/documentation, register new participants, place reminder calls for appointments, education events, and program registration, prepare packets for education programs
- Works with VSM to provide input on volunteer policies and procedures, and offer suggestions for ongoing improvements in the volunteer program
- Assist program staff with special projects, mailings, and word processing needs as directed

General

- Attend all staff meetings

Relationships:

Reports to:

- Chief Program Officer

Supervises:

- Front Desk Volunteers under the direction of VSM

Qualifications: The ideal candidate would be, above all else, a compassionate, empathetic listener

Education

- Bachelor of Science or higher in mental health field, nursing
- Oncology experience preferred

Work Experience

- Minimum of two years working in an oncology support capacity

Knowledge, Skills, Traits and Values Required:

- Compassionate, empathetic listener
- Excellent organizational and time-management skills
- Excellent verbal and written communication skills
- General computer skills, including knowledge of Microsoft Office products
- Experience with patient electronic medical records or other patient data software
- Able to work independently and part of a team
- Honest and trustworthy
- Appreciates the benefit of humor in the workplace
- Possesses high level of competency in multi-tasking
- Handles all participant personal health information and completes all required training to ensure HIPPA compliance is maintained
- Dedicated to TGP's mission, culture, and vision
- Embraces TGP's *Principles of Actions*

Please reply to Beth Bennett, Chief Program Officer
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