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**Gilda's Club Grand Rapids**
**Position Description**

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| **Position:** | Program Director |
| **Reports to:** | President/Executive Director |
| **Classification:** | Full-time, Exempt |
| **Supervises:** | Program Staff, Interns, Contract Staff and others as assigned |

## Position Description

The Program Director (PD) is responsible for the administration, oversight, and leadership of all community member-related clinical programs of Gilda's Club Grand Rapids, an affiliate of the Cancer Support Community. This includes the supervision of all clinical staff and contract staff; and the provision of direct clinical services for people of all ages affected by cancer and/or grief in accordance with CSC national and local standards, policies and procedures and best practices for psychosocial health support for children and adults.

The PD builds and maintains relationships with members, program professionals, speakers, and key programmatic constituents in the healthcare, medical and academic arenas; support in the development and management of the program budget, maintains program statistics and reports. The PD reports to and works closely with the Executive Director/CEO and others to provide programmatic consultation as it relates to general operations, outreach and marketing, grant writing and reporting and, on an as needed basis, participates in fundraising activities. The PD is expected to maintain licensure in the state of Michigan as a mental health professional, to keep up to date on psychosocial oncology practice and research issues, and to represent the affiliate at the annual Affiliate Leadership Conference and other professional meetings. The PD must embody the highest professional standards and demonstrate warmth and compassion as he/she works with members, staff, volunteers, and others in building and maintaining a sense of community.

## Qualifications and Personal Characteristics Required:

- Masters Prepared Licensed Clinical Social Worker (MSW/LCSW), Marriage & Family Therapist (MFT) or Licensed professional Counselor (LPC) in Michigan.
- Minimum of five years post-graduate and/or license experience.
- Strong clinical skills, including individual and support group experience and ability to work with issues surrounding chronic and life-threatening illness, grief and trauma.
- Minimum of two years' supervisory or management experience to include personnel selection, training, evaluation, and management of paid and volunteer staff.
- Demonstrate sensitivity, understanding and commitment to Gilda's Club mission, core values and program philosophy and excited about its growth potential.

GENERAL INFORMATION
800.326.1419
www.gildasclubgr.org

GRAND RAPIDS CLUBHOUSE
1806 Bridge Street NW
Grand Rapids, MI 49504
Tel 616.453.8300
Fax 616.453.8355

LOWELL CLUBHOUSE
314 South Hudson Street
Lowell, MI 49331
Tel 616.897.8600

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- Demonstrated administrative skills, including planning, organizing, scheduling, budget management, statistical and program reports, and innovative program development.
- Ability to administer CSC/Gilda's Club policies and procedures while maintaining a warm, professional, personal, informative, and effective program.
- Ability to interact with individuals at all levels (members, donors, staff, public). Strong verbal and written communication skills are essential.
- Ability to work a varied and flexible schedule, including evenings and occasional Saturdays.
- Ability to speak in public to large groups.
- Ability to work under pressure with minimal supervision.
- Skilled at working on a computer specifically Word, PowerPoint, Excel, and other databases.
- Commitment to working as a team member in a supportive community.
- Willingness to network and consult with other network affiliates and community partners with knowledge of local community, cancer support and grief services and organizations for outreach efforts.
- Serve as a visionary and empathic leader with creative and effective problem solving.
- History of working with diverse populations and a commitment to increasing diversity among staff and members.

**Physical and Mental Requirements include being able to:**

- Lift up to 30-50 pounds including carrying, moving, rearranging furniture/tables/chairs with ease, as needed.
- Assist with general maintenance (e.g., taking garbage to the dumpster, removing bags of beverage cans, clean-up).
- Be able to compose and submit reports as needed.
- Use voice to speak on the telephone.
- Must have reliable transportation to carry out duties and responsibilities of the role.
- Successfully manage the social and emotional demands of the job.

**Priority Job Responsibilities and Key Expectations**

**1. Program Administration**

- Utilize clinical expertise to ensure the accordance of the program with CSC Program Standards as defined in the Program Manual and Policies and Procedures and in accordance with Gilda's Club philosophy.

- In collaboration with ED, leadership team and staff, participate in the development of strategic goals and objectives as it relates to program delivery, growth, reach and evaluation.

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- Oversee and/or monitor program content for the program calendar including, creating calendar descriptions, program flyers, and communication strategy.
- Recruit, hire, train, evaluate and supervise Program Facilitators and ensures adherence of program staff to the philosophy, policies, procedures, and program guidelines.
- Oversee and/or orient and monitor workshop presenters, and other speakers to ensure quality, fair balance, and adherence to policies. Supervise (or arrange a designee to supervise) the opening and closing of educational workshops and other special programs as well as coordinate clinical staff coverage as needed.
- Be available during Clubhouse hours to respond to program questions, problems, and opportunities from members, staff, phone, or walk-in inquiries, outside agencies, etc.
- Establish and maintain administrative procedures for tracking and implementing member groups, new member meetings, educational workshops, mind-body programs, member social events and other relevant member-focused programs.
- Ensure timely submission of all program evaluations and reports.
- Attend Board of Director meetings and interact with the Board as requested by the Executive Director.
- Supervise the planning and implementation of regular social events for members.
- Interact with PDs from other affiliates via PD conference calls, email communications, regional and national meetings to share best practices, consultation, and support.
- Regularly evaluate member satisfaction and program effectiveness using workshop evaluations, annual surveys of members and PAB members, and other tools.

**Direct Service to Community Members**

- Facilitate a minimum of one weekly support groups and attend a minimum of two monthly workshops/social events.
- Provide and/or arrange for back-up group coverage when a facilitator must be absent for his/her group.
- Provide crisis intervention and short-term counseling to members in distress as needed.

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- Conduct and/or oversee program staff delivery of new member meetings and ensure appropriate orientation process and follow-up is adhered to.

- Provide other direct clinical services as necessary or as determined by the ED/CEO.

**Budget, Resource Development and Statistics**

- Support in the development and monitoring of an annual program budget for all member-related programs.

- Support needs identified (e.g., member stories, evaluation outcomes) for successful grant writing, reporting and fundraising activities in collaboration with the Executive Director/CEO and/or Development staff on an as needed basis.

- Oversee collection of program and member statistical data, member experience quotes and submit quarterly Program Statistics Reports to Cancer Support Community Headquarters and other reports as required by the Executive Director and board. Utilize this data to assess program utilization trends and to plan for program expansion and/or reductions if necessary.

- Oversee maintenance and security of member registration forms, group rosters, group notes/files, and member activity sheets.

**Supervision and Professional Development**

- Facilitate regular Clinical Supervision sessions for facilitators and interns (if applicable) to monitor group process issues, group coverage and program changes, staff announcements, and continuing education.

- Conduct written annual performance reviews for clinical facilitators and address facilitator performance problems if and when concerns develop.

- Educate, train and monitor consistency for non-program staff and volunteers on the basics of the program and Gilda's Club core values and culture.

- Conduct and provide oversite of our professional internship program utilizing partnerships educational institutions as appropriate.
- Keep up to date and be conversant on psychosocial oncology issues and publications, and represent Gilda's Club at regional CSC meetings, the annual Affiliate Leadership Conference, and other professional meetings as needed.

**Professional and Program Outreach**

- Serve as the staff liaison to the Professional/Medical Advisory Board (PAB) by coordinating recruitment/retention, regular communications, and networking activities.

- Be available as needed for speaking engagements to healthcare professionals.

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- Update and review written materials given to the public including fundraising materials to ensure that all information about the program properly and accurately reflects the programs and services rendered.
- Work closely with the marketing and outreach staff/volunteers to publicize the program and assist in the production of program collaterals such as the calendar, flyers, and brochures.
- Handle correspondence related to workshop-confirmation letters, thank you notes, and, in conjunction with marketing/outreach staff, oversee placement of events notices in various media outlets.
- Develop and/or oversee relationships and opportunities for partnering with other service providers, e.g., American Cancer Society, Children's Healing Center, Ele's Place, Cancer and Hematology of West Michigan, Helen De Vos Children's hospital, and school partnerships.

**Participate in the Leadership Team at Gilda's Club Grand Rapids**– by:

- Being actively involved with staff meetings and training sessions.
- Being accountable for staying within budget projections.
- Communicating regularly with the President/ED and fellow team members.
- Collaborate with Leadership Team in regard to staff management and support, overall planning, and implementation of strategic plan.
- Modeling, adhering to, and holding staff to the core values and culture that uniquely make up Gilda's Club Grand Rapids.
- Perform other related duties as requested.

*The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.*

*Please submit your resume and supporting documents to Jobs@gildasclubgr.org*

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