



CANCER SUPPORT COMMUNITY.

Director, Cancer Support Helpline
Washington, D.C. or New York City

The Cancer Support Community (CSC), the largest nonprofit provider of social and emotional support for people affected by cancer, is seeking a Director, Cancer Support Helpline, to be based in Washington, D.C. or New York City. Reporting to the Senior Director, Program, the Director is responsible for the management and growth of the *Cancer Support Helpline*. He/she will ensure high quality service delivery, while enhancing and expanding the Helpline's capabilities, including the delivery of services online. By understanding the latest trends in technology and analyzing data collected by the Helpline's counselors, the Director will identify ways to increase efficiency, create new and innovative services, and reach more people impacted by cancer. He/she will also be responsible for identifying and securing new funding opportunities, including the development of new referral partnerships.

Interested parties should submit a cover letter, salary requirements and a resume to SSuettinger@cancersupportcommunity.org.

MAJOR DUTIES AND RESPONSIBILITIES

- Oversee day to day operations of the Helpline, including scheduling, training and evaluation of Helpline personnel
- Develop and monitor quality standards
- Develop and oversee Helpline budget
- Identify and execute enhancements in the Helpline database to be responsive to the identified needs of Helpline consumers
- Analyze Helpline data and apply findings to create new and innovative services to increase the scope and impact of the Helpline, including expanding CSC's ability to provide services online
- Oversee all existing grants and partnerships related to the Helpline, including budget tracking, deliverable attainment and periodic reports to funders
- Identify and seek new funding sources and referral partnerships for the Helpline
- Promote the availability of the Helpline, in collaboration with CSC's Communications and Digital and Web Departments
- Other duties as assigned

IMPORTANT SKILLS AND REQUIREMENTS

- Minimum of Bachelor's degree required
- Four to six years professional experience managing programs aimed at diverse audiences with multiple funding streams, as well as a minimum of three-years supervisory experience
- Skills in data analysis and reporting, as well as an understanding of technological trends as they relate to telephonic service delivery
- Strong writing and editing skills

- Excellent listener and communicator who effectively conveys information verbally and in writing
- Keen attention to detail
- Excellent interpersonal and organizational skills
- Highly self-motivated and directed
- Creative thinker
- Valid driver's license

About the Cancer Support Community

As the largest professionally led nonprofit network of cancer support worldwide, the Cancer Support Community (CSC) is dedicated to ensuring that all people impacted by cancer are empowered by knowledge, strengthened by action and sustained by community. CSC achieves its mission through three areas: direct service delivery, research and advocacy. The organization includes an international network of Affiliates that offer the highest quality social and emotional support for people impacted by cancer, as well as a community of support available online and over the phone. The Research and Training Institute conducts cutting-edge psychosocial, behavioral and survivorship research. CSC furthers its focus on patient advocacy through its Cancer Policy Institute, informing public policy in Washington, D.C. and across the nation. For more information, please visit www.CancerSupportCommunity.org.

The Cancer Support Community is an Equal Opportunity Employer