



CANCER SUPPORT HELPLINE REGISTERED NURSE
Contractor 16-25 hours/ week

The Cancer Support Community (CSC), the largest nonprofit provider of social and emotional support for people affected by cancer, is seeking Registered Nurses to join the Cancer Support Helpline. The Cancer Support Helpline (CSH) offers personalized, toll-free phone support services to anyone whose life has been impacted by cancer. As part of a new CSC initiative to improve the experience of patients undergoing immunotherapy and their caregivers, CSH is expanding to include Nurses on staff. Helpline Nurses will offer standard CSH services (e.g., emotional and decision making support), and provide clinical expertise to help callers talk through symptoms to determine next best steps for care. Nurses will also make outbound and follow-up calls to patients and caregivers to proactively support families during immunotherapy treatment.

In addition to CSH duties, Nurses will update educational resources and develop protocols and references to streamline workflows for the Helpline Nurse role. Nurses will work a combination of hourly and on-call shifts, and are expected to work between 16 and 25 hours per week. Helpline Nurses will join a team of licensed mental professionals and intake specialists, all of whom help to fulfill the CSC vision that no one faces cancer alone.

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

REQUIREMENTS

CRITICAL SUCCESS FACTORS

CALLER RELATIONSHIPS:

Nurses will need to maintain and foster positive and professional relationships with callers and organizational peers. This will involve completion of project-specific training, as well as training on CSC's call interface system.

KEY COMPETENCIES:

- Listening skills
- Problem analysis
- Resource referral
- Clinical hand-off, as appropriate
- Crisis management skills
- Patient-centered care approach
- Adaptability
- Organizational skills

ORAL AND WRITTEN COMMUNICATION:

Requires excellent oral communication skills and the ability to provide information from multiple sources at any point within a call. The position requires the ability to:

- Triage calls
- Initiate outbound calls
- Engage appropriate resources
- Provide limited short-term support and counseling as indicated
- Enter data in a timely manner and maintain caller profiles in the Helpline database
- Develop protocols for documenting patient information and communicating relevant clinical concerns to the care team.

RESOURCE DEVELOPMENT ROLE:

During off-peak call times, Nurses will be expected to maintain and update the master resource database and may be assigned additional tasks as needed.

SKILLS REQUIRED

- Superior English verbal communication skills, excellent interpersonal abilities, and exceptional problem solving capacities – fluency in Spanish or other languages highly desirable;
- Strong organizational skills and a commitment to customer service excellence;
- Computer proficiency – experience with Microsoft Office Suite and Salesforce a benefit; and,
- Ability to absorb and disseminate detailed information and relate it to callers in terms that are understandable and in a pleasant and helpful manner.

EDUCATIONAL & TRAINING REQUIREMENTS

- Registered Nurse licensed in the state where he/she resides
- Oncology Experience (Immunotherapy experience preferred)
- Proof of professional liability insurance
- Valid driver's license
- Familiarity with CSC Mission and Philosophy
- Successful completion of Call Center Training requirements

TECHNOLOGY REQUIREMENTS

- Smart phone that meets the requirements of Helpline IT for clarity and reliability.
- High-speed internet connection.

POSITION REPORTS TO:

CSC Senior Director, Program

FLSA Designation: Exempt – six month contract required

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