



CANCER SUPPORT COMMUNITY.

CANCER SUPPORT HELPLINE RESOURCE SPECIALIST

Contractor 30 hours/ week

The Cancer Support Community (CSC), the largest nonprofit provider of social and emotional support for people affected by cancer, is seeking a Cancer Support Helpline (CSH) Resource Specialist. Reporting to the Director of Helpline Services, the Resource Specialist will assist callers seeking national, regional and local resources relevant to empowering people impacted by a cancer diagnosis. The Resource Specialist is an independent contractor who will work remotely from their home or private office using web based technology provided through Cancer Support Community. Some evening and weekend work is required. The Resource specialist helps to fulfill the CSC mission that no one face cancer alone.

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

MAJOR DUTIES AND RESPONSIBILITIES

- Identify and evaluate caller resource needs and provide relevant information
- Research additional resources
- Update resource database with newly identified resources
- Maintain accuracy of resource database
- Assist callers in ordering CSC and other resource materials
- Assist callers in navigation of CSH partners' sites
- Updates caller records with relevant information
- Other duties as assigned

IMPORTANT SKILLS AND REQUIREMENTS

- Bachelor's degree preferred
- Spanish speaking desirable
- Call center or customer service experience desirable
- Understanding of cancer information and terminology preferred
- Extensive knowledge of relevant resources including social services and non-profit health care organizations
- Keen attention to detail
- Strong telephone and e-mail communication skills, including the ability to use tact and professionalism with a wide range of audiences
- Creative problem solver
- Ability to work remotely as part of a team
- Some evening and weekend work 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