

Bilingual Program Specialist, JoyRx Mentorship Job Description

Summary

The JoyRx Mentorship Program helps ease the burden of medical treatment with friendship and fun. Program Specialists on our JoyRx Mentorship team match trusted, dependable, and caring adult mentor volunteers with children and their families. Specialists communicate regularly with volunteers, families, and hospital partners as part of the JoyRx brand. This position reports to the Senior Program Manager.

Essential Functions

- Match trained adult volunteers (JoyRx mentors) with local children and teens undergoing treatment for serious and life-threatening illnesses
- Interview, support, and assist in the recruitment of the volunteer mentors
- Manage 30-50 matches by conducting regular follow-up with all parties (including families, hospital social workers, and volunteers) and maintaining case notes for each match
- Communicate with hospital staff and develop strong community networks that maintain trust and ensure supportive interpersonal relationships
- Each Specialist will be responsible for at least one of the following areas:
 - Lead prospective volunteers through the interview and paperwork process
 - Process and organize toy closet donations to ensure a variety of toys and activities are available for mentors; maintain Amazon Wishlist for donations
 - Plan, organize, and execute activities in the community and digitally for families in the program
- Conduct matches, graduations, and meetings as needed at pediatric hospital sites and digitally as needed
- Organize and lead regular volunteer training and education events
- Provide confidential and professional communication with families and volunteers
- Record, track, and maintain program data
- Provide bereavement support to volunteers and families as needed
- Talk to families and volunteers about sharing their JoyRx Mentorship story through photo, video, or speaking engagements for storytelling about program impact
- Ensure communication with families about other CCA programs
- For bilingual Program Specialist – provide English/Spanish translation across the organization and communicate with families for all programmatic needs.
- Meet all requirements for volunteer services at hospitals where in-person service is conducted

Skills

- Spanish proficiency is required for one of the two positions we are filling
- High attention to detail, organized, and resourceful
- Strong written and verbal communication skills
- Ability to maintain confidentiality
- Ability to work well in a team environment

Education & Experience

- Bachelor's degree in Social Work or related field (i.e., social and behavioral sciences, psychology, education) or combination of education and relevant experience is required
- 2-5 years' experience in a social service or nonprofit setting
- Experience working with children and/or families
- Experience coordinating volunteers
- Experience in a mentoring program a plus

Competency Requirements:

- **Composure/Sensitivity** - Remain calm under pressure or trying circumstances. Treat other with respect. Show empathy toward others. Develop and maintain trust.
- **Positive Impact** - Make positive impressions, be personable, self-confident, optimistic, and enthusiastic; energize others.
- **Relationship Building** - Establish and maintain productive relationships with children, families, partners, and staff. Initiate contacts readily.
- **Planning & Organizing** - Prioritize multiple tasks and maximize use of available time to ensure work is accomplished efficiently and accurately.
- **Active Communications** - Create an open and accessible environment that encourages flow of information and values continuous information exchange.
- **Initiative** – Be proactive not reactive; make things happen.
- **Creativity** – Generate original ideas; develop innovative solutions and find new ways to look at old problems and explore options.
- **Energy** – Exhibit stamina and endurance and maintain a fast pace over time.

Work Environment

While hospitals remain closed to volunteers, this position operates remotely. Once restrictions are lifted, this job operates primarily in a professional office environment.

This position regularly works in patient hospital rooms, activity rooms, and other common areas. This position interacts with patients, family members, staff, etc., in many different circumstances and communicates with medical staff, nursing personnel, etc. This role is occasionally in contact with patients who may have contagious illnesses.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

- Constantly operates a computer and other office equipment, copy machine, and computer printer.
- Hearing/listening, manual dexterity, speaking, and vision continuously required. Walks, sits, stands, bends, lifts, and moves continually during working hours. Frequently pushing/pulling of up to 20 pounds. Subject to lifting over 20 pounds on occasion.

Travel

This position requires regular travel in the Portland Metro area.

Compensation:

CCA is a growth organization that looks for team members to grow with it. CCA offers a generous total rewards package, casual work environment and an inclusive culture. No matter the role, every CCA role shares one galvanizing message, to bring joy, comfort and inspiration to every child or teen in their moment of need.

Competitive benefit package and salary commensurate with experience, starting at 40,000/yr-44,000/yr. Generous benefits, including:

- Medical, vision, dental and alternative care benefits;
- PTO & nine paid holidays;
- Voluntary short- and long-term disability;
- Flexible spending plan;
- 401(k) with 3.5% CCA match;
- Paid four-week sabbatical after eight years of service;

Position Type/Expected Hours of Work

This is a full time (40 hours/week) non-exempt position. Some flexibility in hours is allowed; days and hours of onsite work are generally Monday through Thursday, 8:00 am – 5:30 pm and Friday 8:00 am – 12:00 pm. This position requires occasional evening hours and weekend work.

General Information:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required for the position. Job duties may change at any time with or without notice.