



Music Partner Engagement Manager

Who we are:

JoyRx, the mission delivery of Children's Cancer Association is the only organization of its kind. Established in 1995, JoyRx has the simple goal of delivering Joy to seriously ill children and teens when they need more than medicine. We combine energy, commitment and vision to transform the standard of care for seriously ill children every day with Joy. JoyRx, the mission delivery of Children's Cancer Association, has pioneered innovative, award-winning pediatric programs of music, friendship and nature.

JoyRx is passionate about Diversity, Equity and Inclusion and believes that a diverse staff of qualified, highly skilled, and creative individuals is necessary to achieve the vision and mission of the organization. We welcome and encourage applications from candidates who can contribute to the diversity of our workforce across a range of dimensions. Individuals who identify as Black, Indigenous, Latinx, Asian, Pacific Islander, or other People of Color, people who are queer, trans, non-binary, people with disabilities, people who are immigrants, people from poor and working-class backgrounds, and people who are/have been system-impacted are strongly encouraged to apply even if they don't meet all of the listed qualifications.

Who you are:

The Music Partner Engagement Manager will help lead JoyRx's growth and expansion as we seek to partner with pediatric hospitals across the United States. The ideal candidate is service oriented, a skilled communicator and relationship manager supporting the growth, expansion, and management of JoyRx Music's growing partner hospital portfolio. The Manager is responsible for researching pediatric hospitals and healthcare facilities nationally, managing outreach and engagement of new partners, aligning outreach to current and evolving organizational diversity, equity and inclusion strategy objectives, account management of active partners, and supporting network activities. This new position will help determine the best communities to position JoyRx programming services in the future and serve as the face of JoyRx to our current and future portfolio. We are looking for someone passionate about creating and maintaining relationships and engaging with people from varied geographies and background.

This position reports to the Senior Director of Programs.

Essential Functions:

- Conduct research on pediatric hospitals and healthcare facilities nationally to prioritize outreach efforts.
- Credibly foster, steward, and manage essential hospital partnerships to drive growth and expansion priorities.
- Collaborate with JoyRx Music Manager to successfully transition partners to service delivery.
- Serve as a partner management lead for hospital sites to ensure successful launch and ongoing service.
- Effectively engage organizational leaders and cross-departmental colleagues regarding the development and launch of partners
- Design and execute partner engagement activities, such as convenings and workshops, to strengthen partner connections.
- Manage terms and accountability for all program partner agreements.
- Actively seek opportunities to promote JoyRx service options through conferences, webinars, and other external engagements.
- Partner with program leadership to inform engagement and partner strategy.
- Provide appropriate administrative and data support as needed.

Skills

- Excellent interpersonal skills
- Strong written and verbal communication skills
- Outstanding planning, organizational, and analytical skills
- Sound judgment in problem-solving and decision-making techniques
- Able to balance competing priorities, complex situations, and tight deadlines
- Proficient in the use and creation of Excel spreadsheets, including formulas and tables, and comfort in database entry

Education & Experience

- 5 years of client account service and/or program management experience
- Experience interfacing with client senior management, or hospital administrators and community leaders with high level of decorum and business acumen
- Experience managing multiple projects and legal agreements
- Knowledge of hospital provider dynamics desired
- Experience using data to process information and inform decision-making
- Adept at building trusting and effective relationships with diverse internal and external stakeholders
- Passion around issues related to diversity, equity, and inclusion
- Bilingual in Spanish a plus

Interpersonal Competency Requirements:

- **Composure/Sensitivity** - Remains calm under pressure or trying circumstances. Treats other with respect. Shows empathy toward others. Develops and maintains trust.
- **Creativity** – Generate original ideas, develop innovative solutions, and find new ways to look at old problems and explore options.
- **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; enjoy and are good at interacting with people.
- **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 the flow of information and values continuous information exchange.
- **Energy** – Exhibit stamina and endurance and maintain a fast pace over time.

Compensation:

JoyRx is a growth organization that looks for team members to grow with it. JoyRx offers a generous total rewards package, casual work environment and an inclusive culture. Competitive benefit package and salary rate starting at \$50,000/yr, depending on experience.

Generous benefits, including:

- Heavily subsidized medical, vision, dental and alternative care benefits;
- Generous PTO package & nine paid holidays;
- Voluntary short- and long-term disability;
- Paid Leave Program
- Flexible spending plan;
- 401(k) with 3.5% JoyRx match;
- Paid four-week sabbatical to pursue creative talents after eight years of service;
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- Subsidized on-site parking or public transportation reimbursement

Work Environment:

JoyRx offers a hybrid work environment with both onsite (professional open office environment) days and opportunities to work remotely up to 2 days/week. Once hospital restrictions are lifted, occasional work within the hospital setting and travel to locations where JoyRx Music live operates.

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.

Hearing/listening, manual dexterity, speaking, and vision continuously required. Must be able to speak, hear, write, and read English. Walks, sits, stands, bends, lifts, and moves continually during working hours. Subject to lifting over 10 pounds on occasion.

Travel:

Local travel to various worksites via car or public transportation is required. National travel to JoyRx music partners on occasion.

Position Type/Expected Hours of Work

This is a full time (40 hours/week) 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.

Application Guidelines:

Complete the application through our [application portal](#) and answer the following two questions in your cover letter:

1. Tell us how your previous work history has prepared you for this role
2. Provide salary expectations