



Program Specialist, JoyRx Mentorship (Bilingual & non-Bilingual)

Who We Are:

JoyRx Heals All.

At Children's Cancer Association (CCA), we believe Joy is an unlimited resource and undeniable right. We champion purple, but know Joy heals young patients of all colors, no matter what language they speak, where they hail from, or live—ensuring all have equal access to no-cost, Joy-based programming.

We champion our team of unique individuals to feel empowered and bring their full, authentic selves to the workplace, regardless of how one identifies.

At CCA, we know it takes more than medicine to treat cancer and serious illness. When a child is facing life's most challenging moments, it's not enough to try to fix their body—we must also help them heal emotionally.

For over 25 years, CCA has delivered programs to help young patients find their Joy. JoyRx® programs feature music, mentorship, and nature to create feel-good moments for seriously ill kids and help them positively shift their mood to relieve the sadness, anxiety, and isolation experienced during lengthy treatments and hospitalizations—transforming their pediatric healthcare experience.

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.

Who You Are:

You enjoying working with a variety of different people from different backgrounds and cultures including volunteers, families, hospital staff, and partners. You are empathetic and can easily adjust your communication style for various situations. You are organized, detail oriented, and resourceful. You thrive in a fast-paced environment and are able to multitask effectively. You are comfortable in a medical setting and having difficult conversations about seriously ill children.

CCA is hiring two Program Specialists, at least one of them requires proficiency in Spanish.

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

- 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
- Spanish proficiency is required for one of the two positions we are filling

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 of 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 contact 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. Occasional pushing/pulling of up to 50 pounds. Subject to lifting up to 25 pounds on occasion.



- Due to the nature of CCA's work with immunocompromised children, it is our responsibility to take every precaution possible to protect the health and safety of the children and families we serve. All CCA employees, regardless of work location, are required to receive COVID-19 vaccinations as recommended by the CDC, including any future boosters, unless a reasonable accommodation is approved. Additional vaccinations may be required based on hospital volunteer services requirements.

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 hourly rate between \$20-\$22/hour. A pay differential is provided for proficiency in Spanish.

Generous benefits, including:

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

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

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.