



Program Specialist, JoyRx Music – Bilingual English/Spanish Required

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 strive to create a workplace that reflects the diversity of the kids and families we serve, championing our team of unique individuals to feel empowered to bring their full, authentic selves to work.

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, we've been delivering programs to help young patients find their Joy. Our 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.

Who you are:

You are a bilingual, multi-talented musician and performer capable of engaging children and teens, along with their family members and hospital staff, through tailored bedside and digital-live music, music instruction, concerts, instrument checkout, and music exploration.

You are passionate about serving seriously ill children, teens, and their families can play a wide variety of genres and have a current knowledge of popular music for kids and teens.

You are adaptable and can “read a room” to match the music interaction to the situation. You are a strong communicator, interacting with hospital staff, family members, other CCA team members and leadership while working mostly independently in children's hospitals in the Austin area.

Essential Functions

Music Services:

- Empower kids and teens to lead their own JoyRx Music experience based on what feels right to them, e.g. playing, singing, exploring, learning, and connecting with others through recreational music, informal song writing, impromptu lessons, and music technology
- Provide live music bedside, in open spaces and through digital broadcasts for children across units in the pediatric healthcare settings



- Facilitate structured and improvised musical group experiences
- Provide basic recreational music lessons; suggest and check-out instruments and technology
- Provide digital music app instruction and exploration
- Share JoyRxMusic.org with children and teens so that they can have 24/7 access to exclusive artist greetings, digital instruments, games, interactive lessons, and concerts
- Participate and perform at hospital concerts, virtually and in-person, and at occasional internal and external CCA events

Administrative and Other Services:

- Host multi-disciplinary music volunteers in order to help expand the JoyRx Music experience, infusing music throughout the hospital setting
- Maintain the JoyRx Music cart and its instrument and technology inventory
- Support guest tours highlighting JoyRx Music services in the hospital setting and public relations activities by providing JoyRx through the healing power of music
- Talk to families about sharing their JoyRx Music story through photo or video via CCA's social media channels
- Track and monitor musical engagements according to key performance indicators
- Provide other administrative and data support as needed

Qualifications / Transferable Skills

Transferable skills: any skills gained through education, work experience (including the military) or life experience that are relevant for this position. Be sure to describe any transferable skills in your application and clearly explain how they apply to this position.

- A musician and vocalist who is proficient at playing string instruments in a wide variety of different genres as well as having a comfort level with learning music-based technology applications (e.g. iPads and other web-based music programs)
- Ability to work in an environment with children, teens, and family members who are under stress, in pain, or undergoing medical procedures, and deliver therapeutic music services that support the child, family, and the hospital staff as appropriate to the situation
- Musical and business bilingual English / Spanish fluency required



- Knowledgeable of current and popular music for kids and teens with the ability to improvise in the moment
- Deep understanding and commitment to Children Cancer Association's mission and values
- High emotional intelligence; display empathy, transparency, trust, and thoughtfulness in interactions with colleagues and external partners
- Observant and sensitive to situational dynamics and able to respond quickly and appropriately to events and people
- A direct and thoughtful communicator with strong social and communication skills
- Ability to foster a culture of positive impact; be personable, self-confident, optimistic, and enthusiastic
- Strong time management skills with the ability to work independently and as part of a collaborative team
- Able to work rotating days and hours within a team

Education & Experience

- Bachelor's degree or similar credentials in therapeutic music, education, counseling, and/or social work
- Experience working in a medical setting preferred; some medical knowledge or experience in medical setting preferred
- Experience working with kids and teens
- Demonstrated comfort in multi-cultural situations and awareness of social justice and inequities and their impact on communities of color.

The Children's Cancer Association will consider work, volunteer, academic, and life experience as we evaluate candidates for the skills needed to be successful in this position.

Competency Requirements:

- **Composure/Sensitivity** - Remain calm under pressure or trying circumstances. Treat others with respect. Show empathy toward others. Develop and maintain 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.
- **Organizing and Planning** – Prioritize multiple tasks, maximize use of available time, and accomplishes work efficiently and accurately.
- **Active Communication** – Ensure that the team has current and accurate information; encourage flow of information between teams when necessary.
- **Energy** – Exhibit stamina and endurance, maintain a fast pace over time.

Work Environment

While hospitals remain inaccessible to volunteers due to COVID restrictions, the JoyRx Music Program Specialist will work virtually. Once restrictions are lifted the job will primarily operate in a hospital setting, including inpatient hospital rooms, activity rooms, and other common areas. This position interacts with patients, family members, hospital counterparts, staff, etc., under all conditions and circumstances and communicates regularly with the medical staff and nursing personnel. 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 a reasonable accommodation.

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 100 pounds. Subject to lifting over 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 recommended boosters, unless a reasonable accommodation is approved. Additional vaccinations or testing maybe required by hospital partners.

Travel

Local travel to various worksites via car or public transportation is required. One or two trips to CCA Headquarters in Portland, Oregon anticipated. Occasional travel to regional partners may be considered in the future.

Position Type/Expected Hours of Work

This is a full time (35 hours/week) non-exempt position. Some flexibility in hours is allowed; days and hours of onsite work range from Sunday through Thursday, 8:00 am – 9:00 pm depending on the specific hospital units served and Friday 8:00 am – 2:00 pm for office and administrative work. This position requires evening hours and occasional weekend work.



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 starting at \$21.00/hour.

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;

Application Guidelines:

Complete the [application](#) through our application portal and send an email to recruiting@joyrx.org with a 1–2-minute video that includes vocals and self-accompaniment on guitar, ukulele or piano, to showcase your musical talent and song choice for a pediatric hospital environment.

***Please be sure to demonstrate bilingual English / Spanish fluency in audition video. Candidate that excludes this will not be considered for the position. ***

General Information:

The position is based in Austin, Texas. The position will be open until filled. CCA is an Equal Opportunity Employer committed to maintaining a non-discriminatory and dynamic work environment that values diversity and inclusion, respect and integrity, stakeholder focus, and innovation. AA/EOE/VETS/Disabled.

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.