



Program Specialist, JoyRx Music National, Digital-Live (Remote)

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 multi-talented musician and performer capable of engaging children and teens, along with their family members and hospital staff, through tailored digital-live music, music instruction, virtual concerts, and music exploration.

You are passionate about serving seriously ill children, teens, and their families and are comfortable working and performing via technology driven platforms with the confidence to run your own audio and video set up. You 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 all remotely.

Primary Functions

Music Services:

- Provide live music through virtual platforms in 1:1 settings for children in a variety of hospital units at pediatric healthcare environments
- Facilitate structured and improvised musical group experiences, such as live concerts and musical activities to multiple patients at one time



- Encourage kids and teens to self-prescribe the JoyRx Music experience that 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 basic recreational music lessons via virtual platforms
- Provide digital music application 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 for digital hospital concerts and at other virtual CCA-hosted events

Administrative and Other Services:

- Collaborate with pediatric healthcare professionals to customize JoyRx Music experience for kids, teens and families
- Support JoyRx Music scheduling, reporting, and performance tracking
- Work in tandem with hospital staff to collect anecdotes and media for families to help share their JoyRx Music story through photo, video or narrative via CCA's social media channels
- Provide appropriate program administrative and data support as needed
- Other duties as assigned

Skills

- A multi-faceted musician and vocalist who is proficient playing string and/or other instruments (guitar, ukulele, and/or keyboard are primarily used in this role) in a wide variety of different genres as well as having a comfort level with music-based technology applications (e.g. tablet computers, web-based music programs and other digital music hardware and software)
- Strong musical performer in both live and pre-recorded settings, vocally and with instruments
- Proficient technical knowledge of various web-based platforms and basic recording equipment, such as Zoom, Microsoft Teams, live-streaming, and audio/visual recording set-up and file-sharing
- Ability to work in an emotionally complex and constantly changing environment with children, teens, and family members who are under stress, in pain, or undergoing medical procedures, and deliver music services that support the child, family, and the hospital staff, as appropriate to the situation
- Knowledgeable of current and popular music for kids and teens with the ability to improvise in the moment
- Proven emotional intelligence with ability to nimbly and appropriately adapt based on observed non-verbal and verbal cues and in-the-moment circumstances



- A quick learner with a sense of humor that is willing to independently, experiment, fail, and try again
- A direct communicator with strong social and communication skills. Ability to communicate effectively with team and supervisor while working remotely, keeping CCA colleagues informed of successes, challenges, workload, etc.
- 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
- Preference for bilingual capacity, particularly Spanish
- Able to work rotating days and hours within a team, possibly including evenings and weekends

Qualifications

We seek diverse perspectives and lived experiences that foster learning, creativity and innovation, and equity.

- Bachelor's degree or comparable professional experience in therapeutic music, education, music performance, counseling, and/or social work.
- Experience working directly with children and teenagers
- Experience working in a medical setting and/or medical knowledge preferred
- Experience working remotely and virtually preferred
- Experience performing music, preferably with kids and teens
- High emotional intelligence; display empathy, transparency, trust, and thoughtfulness in interactions with colleagues and external partners

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

This position operates remotely; and regularly interacts and communicates with pediatric patients ages 0-20, their families, hospital personnel, and CCA team members, in a virtual setting. Remote employees are responsible for the safety and ergonomics of their workspace. CCA will provide technical equipment (laptop, iPad, camera, microphone, etc.) based on the needs of the position.

For candidates located in the Portland Metro area, occasional in office time at CCA HQ in Downtown Portland will be required

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 to play an instrument, speaking, singing and vision continuously required. Mostly sitting/standing during working hours.

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 work will depend on hospital needs and preferences. May require occasional nights and 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 salary commensurate with experience.

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 or ukulele, or piano, to showcase your musical talent and song choice for a pediatric hospital environment.

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.