

Director, Service and Care Delivery

Reports To: Chief Executive Officer

Location: Ulman House, 2118 E. Madison Street, Baltimore, MD 21230 and remote work from home

Exempt/Non-Exempt/Contract/Temporary: Exempt

Full Time/Part Time: Full Time

Standard Office Hours: Our standard business hours are 9am-5pm Monday-Friday. The Director, Service and Care Delivery will direct and oversee current operations and future growth of Ulman House (UH), our Patient Navigation (PN) program, and our portfolio of other service delivery programs. All of those may require some work outside of normal office hours. Ulman House operates 24/7/365. This position will participate in the rotation of in-person UH staffing and weekend on-call duties with the members of the Ulman House staff team. This person is the first senior-level point of contact for UH emergencies.

Our Mission: Ulman Foundation is a MD-based non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer.

Your Role in Our Mission: The Director, Service and Care Delivery is responsible for managing our teams who work directly with patients, caregivers, families, guests and survivors. Ulman House provides lodging free of charge to Young Adult patients and their caregivers traveling to Baltimore, MD for treatment. This position ensures that UH is a safe, high quality, cost effective home away from home. Our Patient Navigation team members work directly with patients and caregivers in the hospital setting through our partnerships with local institutions. This position will be responsible for managing both our PNs and our cancer center partnerships. The UH team and PN team work together to design, plan, and execute our service delivery programs. This position ensures the success of those programs and must encourage, stimulate and coordinate cross-functional collaborations. Finally, in managing these teams and programs, this position will be charged with evolving our data collection tools in order to enable Ulman to accurately and regularly report on the outcomes and effectiveness of its work to a variety of stakeholders. This position will work closely with our Director, External Relations and our Sr. Director, Major Gifts to identify and secure funding for existing and new Service and Care Delivery programs and efforts.

Specific responsibilities, projects, or activities of this position may include:

Ulman House Management

- Supervise the UH staff team and any other staff members or volunteers at Ulman House as necessary. Recruit, hire, train, support and develop personnel for appropriate positions.
- Manage the House staffing schedule so that there is appropriate coverage at all times
- Maintain and evolve the House Operations Manual and any relevant House policies and procedures documentation for reference, training, and organizational use.
- Ensure that all areas of the House and grounds are safe, clean, attractive and operational
- Ensure that communication and coordination with guests, referrers, volunteers, and visitors runs smoothly and meets the needs of both the constituents and the organization
- Implement and enforce house rules and policies with guests, staff, volunteers, and visitors
- Oversee and manage the UH budget in coordination with our Sr. Director, Business Management
- Be available as a first point of contact for Ulman House staff and volunteers in case of emergencies

Patient Navigation Program Management

- Supervise Ulman PNs at the University of Maryland Medical Center (UMMC), Anne Arundel Medical Center, Johns Hopkins Hospital, Walter Reed National Military Medical Center, and any future sites
- Manage relationships with all partner institutions and ensure success of partnership agreements
- Organize and lead bi-weekly PN team meetings and lead the integration of the UH and PN teams

Ulman Headquarters
1215 East Fort Ave, Suite 104
Baltimore, MD 21230

Ulman House
2118 East Madison St.
Baltimore, MD 21205

ulmanfoundation.org
info@ulmanfoundation.org
410.964.0202

- Lead the development, implementation and management of an outcomes-based evaluation strategy for PN, while managing our current data collection tools and utilizing available information to create impact reports for institutional partners and other stakeholders as necessary
- Oversee and manage the PN budget in coordination with our Sr. Director, Business Management
- Facilitate learning and development within PN team through conference attendance and presentations, industry committees, and collaborating with external partners through regular communication to maintain a working knowledge of their services, resources, and best practices

Service Delivery Programs Management

- Manage the development, planning, execution, and impact measurement of the portfolio of Ulman Foundation service delivery programs including:
 - o Our patient/caregiver support groups (Where YA Meet, Caring for Caregivers, etc.)
 - o Our Cancer to 5K program, which provides a community of support for cancer survivors through a free, team-based, 12-week training program for a 5K goal race
 - o Our volunteer program, which engages individuals and groups into supporting both our programs/services and our community members directly
 - o Our activity-based support programming, including activity nights, celebrations for UH guests, "support slaps" for patients and families in need, and the art program we are piloting in collaboration with a MICA MFACA Community Arts fellow.
- Oversee and manage program budgets in coordination with our Sr. Director, Business Management

Other duties as assigned

Qualifications/Skills: The Director, Service and Care Delivery must possess a combination of excellent interpersonal skills, high emotional intelligence, and strong capabilities in program planning, organization, and execution. We are looking for a skilled leader with experience managing both personnel and programs. The person must be friendly, tactful, compassionate, and able to engage people during periods of extreme stress, while remaining calm and objective. This person must be a problem solver and take ownership over the resolution of any issues that may arise.

This role requires:

- A passion for and commitment to delivering on the mission of the Ulman Foundation
- An ability to effectively communicate and uphold the policies and mission of Ulman House and the Ulman Foundation with guests, partners, referrers, prospects, donors, staff and community members
- Leadership of staff and programs– strong supervisory, decision-making, and problem-solving skills
- Experience working effectively under challenging or evolving circumstances with diverse groups of teammates, partner organizations, volunteers, and clients
- Strong interpersonal skills and emotional intelligence
- Flexibility, proactivity, positive attitude and good judgement
- Understanding of program impact measurement and evaluation
- An ability to work both independently and as part of a team

Educational requirements:

- High School Diploma and College Degree required
- Master's Degree, LCSW or similar preferred
- Experience working in a residential or hospital facility preferred
- Experience working with patients/families undergoing medical treatment preferred

To Apply: Interested candidates should submit a cover letter and resume to careers@ulmanfoundation.org with "Director, Service and Care Delivery" as the subject line.

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