Service and Care Delivery Programs Coordinator

Reports To: Director, Service and Care Delivery
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: Ulman Foundation standard business hours are 9am-5pm Monday-Friday. The Service and Care Delivery Program Coordinator will be responsible for the planning, execution and measurement of our portfolio of service delivery programs, all of which may require some work outside of normal office hours. The Service and Care Delivery Program Coordinator is also a member of the Ulman House (UH) team and will participate in the rotation of in-person UH staffing and weekend on-call duties with the members of the Ulman House staff team.

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 Service and Care Delivery Programs Coordinator is responsible for the planning, execution, and measurement of a portfolio of programs that directly serve our patients, caregivers, families, guests and survivors. This role is a critical connection point between our Patient Navigation team, which works directly with patients and caregivers in the hospital setting through our partnerships with local institutions, our Ulman House team, which provides lodging free of charge to Young Adult patients and their caregivers traveling to Baltimore, MD for treatment, and the rest of our organization and community. This role ensures that our service and care delivery programs are effectively achieving our mission and providing the greatest benefit possible to those we serve.

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

Support Groups Programming
- Coordinate with our Patient Navigation team to plan, execute and measure the impact of our regular support groups including Where YA Meet (Baltimore and Annapolis), Caring for Caregivers, and any other groups deemed necessary or beneficial
    o Includes planning topics, lining up speakers/programming, marketing for the events, coordinating food/drink/supplies as relevant, and administering and collecting post-event evaluation surveys
    o Manage budget in coordination with Director, Service and Care Delivery Programs

Cancer to 5K Program
- Engage, coordinate with, and support volunteer coaches for all DMV-area Cancer to 5K teams
    o Develop and execute any necessary trainings or support programs for new and returning volunteer coaches
    o Communicate with coaches continuously throughout the year on upcoming deadlines, team check-ins, and questions about program administration
- Plan and execute the logistics for all DMV-area Cancer to 5K 2021 team seasons in conjunction with the team coaches
    o Includes marketing, recruitment and onboarding of participants, planning and registration for goal races, planning, purchasing and mailing of any gear/swag
- Administer and collect post-program evaluation surveys from all coaches and participants
- Support the identification and acquisition of funding to support the DMV-area Cancer to 5K teams
    o Manage budget in coordination with Director, Service and Care Delivery Programs

Activity-based Support Programming
- Design, plan, market, execute, and track our ongoing activity-based support programming, which includes but is not limited to:
    o Activity nights (virtual or held at Ulman House, as appropriate)
    o Celebrations for Ulman House guests/families
    o "Support Slaps" for patients and families in need
- Support the MICA MFACA Community Arts fellow as needed in execution and measurement of the Scruggs Memorial Art Program

Volunteer Program
- Engage and cultivate relationships with individual volunteers and volunteer organizations interested in contributing to and participating in our service and care delivery programs and patient support opportunities
- Coordinate with volunteers around the planning and execution of volunteer led or supported events and activities
- Maintain and enhance our volunteer management system to support the sign up, scheduling, tracking and reporting of volunteer events and engagement
- Supervise volunteers during volunteer events as necessary, develop a system for staff involvement in volunteer supervision
- Develop and enhance ongoing volunteer communications, outreach, and recognition

Other duties as assigned

Qualifications/Skills: The Service and Care Delivery Programs Coordinator must possess a combination of excellent interpersonal skills, high emotional intelligence, and strong capabilities in program planning, organization, and execution. 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 able to coordinate multiple ongoing programs at once and must be able to coordinate across multiple teams.

This role requires:

- A passion for and commitment to delivering on the mission of the Ulman Foundation
- Skills in building interpersonal relationships, working effectively as part of a team, and managing relationships with staff members, patients, caregivers, survivors and volunteers
- Strong time management, organizational, planning and communication skills
- Strong interpersonal skills and emotional intelligence
- Flexibility, proactivity, positive attitude and good judgement
- An ability to work both independently and as part of a team

Educational requirements:
- High School Diploma required
- Experience in program/event planning, execution and measurement 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 "Service and Care Delivery Programs Coordinator" as the subject line.