

Ulman House Guest Services Coordinator

Reports To: Director, Service & Care Delivery

Location: Ulman House - 2118 E. Madison Street, Baltimore, MD 21205

Exempt/Non-Exempt/Contract/Temporary: Exempt

Standard Office Hours: Ulman House ("the House") is staffed on a rotating basis by the House team between the hours of 9:00am and 5:00pm Monday-Friday. The Ulman House Guest Services Coordinator works a 40 hour week within those hours both on-site and remotely. The Ulman House Guest Services Coordinator will also participate in the rotation of weekend on-call duties with other members of the Ulman House and Ulman Foundation staff and help manage in-house events as needed during normal hours of operation and occasional after hour Ulman Foundation and community events.

Our Mission: Ulman Foundation is a national 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: Ulman House provides lodging, support services and programming free of charge to Young Adult patients and their caregivers traveling to Baltimore, MD for life-saving cancer treatment. The Ulman House Guest Services Coordinator is responsible for coordinating all guest stays at Ulman House and is the primary liaison between Ulman House and the hospital/care team referrers.

As the Ulman House Guest Services Coordinator, this person is responsible for outreach in the greater-Baltimore and Maryland community and is expected to build relationships with potential referring oncology practices and hospitals, beyond where the Ulman Foundation has a physical Patient Navigators. To build these relationships, this person will attend community events, do presentations, visit hospitals/clinics, be in regular communication with these entities and continue to grow the network of referring partners for Ulman House to help serve as many patients as possible. This person will also keep referring partners informed about Ulman support programs, developments and updates to any policies related to Ulman House.

This position is responsible for communicating with guests leading up to their stay, during, and after their time at Ulman House. This role works closely with our Patient Navigators as well as with the rest of the Ulman House staff to ensure that the needs of the patients and families utilizing Ulman House are being met to the best of our organizational abilities and that the house is operating as efficiently and effectively as possible. It is imperative that the Ulman House Guest Services Coordinator helps to create a welcoming, inclusive, compassionate and supportive community environment at Ulman House.

As the Ulman Foundation staff member who is in regular contact with the patients and caregivers, they are also responsible for helping connect patients/families to resources at the Ulman Foundation, in the community, and beyond. This staff member is perfectly positioned to help build relationships with the House guests, identify barriers to care, and help navigate the cancer journey with and for the patient/family.

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

Outreach/Marketing

- Develop an outreach and marketing strategy for Ulman House

- Identify and build relationships with community partners, hospitals, and clinics to increase awareness about the Ulman Foundation and Ulman House as resources for oncology patients/families
- Create a communication plan to engage with clinical partners
- Collaborate with Ulman's Graphic & Multimedia Coordinator for optimal communication and brand design
- Coordinates visits, presentations and educates community and clinical partners about Ulman Foundation/Ulman House
- Builds relationships with referrers from the major local institutions our patients are treated at
- Educates referrers, patients and guests about Ulman House policies and procedures, sets expectations and enforces policies as necessary

Reservations and Scheduling

- The position is the first and primary touch point for patients and guests prior to arrival at Ulman House
- Coordinates referrals, scheduling, policy meeting, pre-arrival tours, and answers any pre-arrival questions guests or referrers may have
- Manages, executes, and enhances referral and patient intake process, as well as patient check-in process in coordination with the Ulman Foundation Staff and referring hospital
- Ensures appropriate documentation is completed, filed, and maintained in a timely and coordinated manner
- Ensures ongoing communication with guests about expected or necessary check-out dates, any changes in schedule, and any additional stays that may be necessary
- Checks in with guests weekly to understand who will or will not be at Ulman House over the weekend
- Ensures guest experience and impact surveys are sent to all guests upon checkout, and is responsible for ongoing survey management
- Ensures patient/guest confidentiality is maintained
- Ensures the entire Ulman House team is aware of check-ins, check-outs, changes in schedule and expectations for occupancy of the house weekly
- Manages and keeps track of outreach visits, communication, and ongoing demographic stats

Patient Navigation

- Coordinates as necessary with Ulman House staff, other members of the organization, care teams, and the community to meet guests' needs as best as possible
- Identifies barriers to care and any psychosocial issues patients/family members may be experiencing through regular communication
- Propose and coordinate necessary interventions to alleviate barriers to care for the patient/family
- Builds rapport with House guests through regular communication and accessibility
- Researches and collaborates with the Ulman Patient Navigators on appropriate interventions/appropriate programs
- Meet patients/family member where they are and provide a consistent and supportive go-to person for any issue(s) that may arise while at Ulman House

Other duties as assigned by the Director, Service & Care Delivery

Qualifications/Skills:

The Ulman House Guest Services Coordinator must possess both strong organizational skills and process orientation, as well as strong interpersonal skills and emotional intelligence. The person must be detail-oriented, friendly, tactful, compassionate, and able to engage people during periods of extreme

stress and personal upheaval, while remaining calm and objective. It is imperative that this person is self-motivated and able to think outside the box, be resourceful, and self-directed in their work. The Ulman House Guest Services Coordinator must be flexible and able to adapt quickly to changes, yet must also be comfortable enforcing rules and policies. This person must be comfortable coordinating communications between multiple people, juggling multiple priorities, and working across diverse teams and organizations.

- Passion for, understanding of, and commitment to delivering on the mission of the Ulman Foundation and ensuring the success of Ulman House
- Strong organizational and time management skills
- Ability to effectively communicate and uphold the policies, procedures and mission of Ulman House and the Ulman Foundation
- Strong decision-making, and problem-solving skills
- Proven ability to work effectively with diverse groups of teammates, partner organizations, volunteers, and clients
- Proactivity, positive attitude and good judgement
- Self-motivated and directed in their ability to work independently as well as part of a team
- Previous work experience in marketing, communications, public relations, preferably in a healthcare and/or nonprofit organization setting

Educational requirements:

- Bachelor's Degree Considered
- 1-3 years relevant experience preferred
 - o Experience or education related to hospitals, healthcare, or the hospitality industry
 - o Experience with the Ulman Foundation, the AYA Cancer Community, public speaking, project management, communications, and hospitality or customer service
- Bi-lingual preferred
- Must be familiar with GSuite and Microsoft Office applications

Salary:

\$38,000 annually plus benefits

Ulman Foundation Inclusivity Statement:

Cancer affects us all. The Ulman Foundation supports and recognizes each individual as a whole. No matter where you're from, what you believe, who you love, or how you identify, you are welcomed, respected and supported within the Ulman Community.

To Apply:

Interested candidates should submit a cover letter and resume to careers@ulmanfoundation.org with "Ulman House Guest Services Coordinator" as the subject line.