

## Service and Care Delivery Programs Coordinator

<b>Reports To:</b>	Chief Operating Officer	<b>Manages:</b>	N/A
<b>Remote / In-Person:</b>	Some Remote, Regularly In-Person	<b>Location:</b>	2118 E. Madison St, Baltimore, MD 21205
<b>Exempt / Non-Exempt / Contract / Temporary:</b>	Exempt	<b>Full Time / Part Time:</b>	Full Time
<b>Compensation:</b>	\$40,000 per year		
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>● PTO - 15 days/yr prorated</li> <li>● 13 paid holidays</li> <li>● Employer funded health insurance</li> <li>● Retirement plan + 3% match</li> <li>● Employer funded STD, LTD, AD&amp;D and life insurance</li> <li>● Employer funded employee assistance program</li> <li>● Monthly reimbursements for cell phone (\$50) and wellness (\$20)</li> </ul>		

**About Us:** Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer. We offer support to adolescent and young adult patients, survivors and their loved ones through our patient navigation programs, our traditional and non-traditional support groups, and through Ulman House (“the House”), our no-cost home away from home for those traveling to Baltimore for treatment.

At Ulman, we believe the community of support that we create for our patients begins with creating a community of support amongst our team. We strive to maintain an environment where we can all bring our best, most authentic, and whole selves to work, where we feel seen, heard, respected and valued, and where we have the tools, resources and support we need to be successful in our work and in our lives.

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.

**About the Service & Care Delivery (S&CD) Programs Coordinator Role:** As the S&CD Programs Coordinator you will be deeply involved in the delivery of our mission and responsible for the planning, execution, and measurement of a portfolio of programs that directly serve our patients, caregivers, families, guests and survivors. In this role you will be a critical connection point between our Patient Navigators, our Ulman House team members, the patients, survivors, and loved ones we support, and the rest of our organization and community. Programs this role supports include our Cancer to 5K program, which helps survivors find community and return to activity post-treatment, our Where YA Meet social support programs, our emotional support groups for patients, survivors, and caregivers, our annual Holiday Gift Drive, and any volunteering events or engagements we have outside of Ulman House. Coordinating our S&CD programs does require regular attendance (0-3x per week, depending on the week) at our SC&D Program events, which generally occur after work or on the weekends. We understand how important personal time is and we both grant and encourage our employees to utilize flexible time off for time spent at these programs outside of normal business hours.

**Ulman House**  
2118 East Madison St.  
Baltimore, MD 21205

[ulmanfoundation.org](http://ulmanfoundation.org)  
[info@ulmanfoundation.org](mailto:info@ulmanfoundation.org)  
410.964.0202

Specific responsibilities of this position include:

#### Cancer to 5K (CT5K) Program Coordination

- Engage, coordinate with, and support volunteer coaches for all Cancer to 5K teams
  - Develop and execute any necessary trainings or support programs for volunteer coaches
  - Communicate with coaches continuously throughout the year on upcoming deadlines, team check-ins, and questions about program administration and fundraising
  - Coordinate with team coaches around the logistics for all team seasons including:
    - Marketing, recruitment and onboarding of participants
    - Planning and registration for goal races
    - Planning, purchasing and mailing of any gear/swag
- Attend CT5K practices and goal races regularly per schedule defined with the Ulman COO
- Collect data and track relevant information to measure success of program - facilitate reporting for Ulman Foundation leadership and board of directors

#### Meet Ups and Support Groups

- 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
  - Includes planning topics, lining up speakers/programming, marketing events, coordinating food/drink/supplies as relevant, and administering post-event evaluation surveys
  - Manage budget in coordination with the Ulman Foundation COO

#### Volunteer Coordination

- Work closely with the Ulman House Guest Services Coordinator (UHGSC) to engage and cultivate relationships with volunteers and organizations interested in contributing to our S&CD programs
  - Develop and enhance ongoing volunteer communications, outreach, and recognition
- Coordinate with volunteers around the planning and execution of volunteer led or supported events and activities occurring outside of Ulman House
- 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

#### Annual Holiday Gift Drive

- Coordinate our annual holiday gift drive including recruitment of sponsors, identification of families, coordination of connections between the two, and post-gift drive follow-up

Other duties as assigned.

**About You:** If you have a passion for meeting new people, bringing people together around a shared activity or passion, and doing whatever you can to support patients, survivors, and loved ones impacted by cancer, then this could be a great role for you. To be successful in this role you must be service-driven and have a deep love for ensuring our patients, survivors, loved ones, volunteers and community members have the best experience possible when they participate in our programs or events. To be considered for this role you must have a high school diploma and an understanding or and passion for the Ulman Foundation's mission. Ideally you have experience in customer service, community service, and group program/event/activity coordination.

**To Apply:** If you are interested, please submit a cover letter and resume to [careers@ulmanfoundation.org](mailto:careers@ulmanfoundation.org) with "Service and Care Delivery Programs Coordinator" as the subject line.