

Ulman House Coordinator

Reports To:	Ulman House Manager	Manages:	N/A
Remote / In-Person:	In-Person M-F 9am-5pm Occasional Evenings Monthly Weekend On-Call	Location:	2118 E. Madison St, Baltimore, MD 21205
Exempt / Non-Exempt / Contract / Temporary:	Exempt	Full Time / Part Time:	Full Time
Compensation:	\$40,000 per year		
Benefits:	<ul style="list-style-type: none"> ● PTO - 15 days/yr prorated ● 13 paid holidays ● Employer funded health insurance ● Retirement plan + 3% match ● Employer funded STD, LTD, AD&D and life insurance ● Employer funded employee assistance program ● Monthly reimbursements for cell phone (\$50) and wellness (\$20) 		

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 Ulman House Coordinator: Ulman House is a hospitality house that 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. As the Ulman House Coordinator, you are responsible for the end-to-end experience of the guests staying at Ulman House. You will be perfectly positioned to help build relationships with the House guests, identify barriers to care, and help them navigate their cancer journey. It is imperative that in this role you help to create a welcoming, inclusive, compassionate, and supportive community environment at Ulman House. In this role you will be responsible for:

Reservations and Scheduling

- Coordinating referrals, scheduling, policy meeting, pre-arrival tours
- Managing, executing, and enhancing the referral and patient intake process
- Ensuring appropriate documentation is completed, filed, and maintained
- Ensuring ongoing communication with guests about schedule and stays
- Checking in with guests weekly for weekend schedule

- Ensuring the entire Ulman House team is aware of guest schedules weekly
- Managing the guest experiences and impact surveys
- Ensuring patient/guest confidentiality is maintained
- Managing and keeping track of outreach visits, communication, and house guest statistics

Guest Services:

- Being on-site for all new arrivals and departures
- Conducting pre-arrival & post departure walk through of rooms
- Coordinating with Ulman House staff, other members of the organization, and the community
- Identifying barriers to care and any psychosocial issues patients/family members may be experiencing through regular communication
- Proposing and coordinating necessary interventions to alleviate barriers to care
- Building rapport with House guests through regular communication and accessibility
- Researching and collaborating with the Ulman Patient Navigators on appropriate interventions/appropriate programs
- Meeting patients/family member where they are and providing a consistent and supportive go-to
- Scheduling guests' bell ringings and celebratory events
- Ensuring guests know of activities and other programs happening on a regular basis

House Operations:

- Checking inventory and restocking kitchen supplies
- Coordinating with housekeeper to ensure house is cleaned thoroughly
- Updating house announcements TV screen in timely manner
- Keeping front desk area professional and neat
- Walking through the house daily to ensure guest suites are ready for occupants, humidifiers are empty, furniture is placed back in proper spaces, and front walks are clear & tidy
- Reporting missing/broken items and appliances around house
- Managing our Master Data spreadsheet
- Coordinating HVAC maintenance, troubleshooting comcast/wifi issues as necessary
- Preparing Ulman House program update for staff Breakfast club agenda
- Creating and sending Ulman House weekend update to staff
- Ensuring all on-call staff members are prepared and trained for their on-call times
- Coordinating with Volunteer Coordinator for all house/guest needs

Other duties as assigned by the Ulman House Manager

About You: If you love hospitality and are passionate about making sure that the people you are with have a wonderful experience wherever you are, then this might be the perfect role for you. To be successful in this role you must be detail-oriented, organized, and great at both communication and time management. You must understand that the little things matter, and you must have strong interpersonal and emotional intelligence capabilities. We are looking for someone who is self-motivated, resourceful, able to think outside the box and self-directed in their work. You must also be tactful, compassionate, and able to engage people during periods of extreme stress and personal upheaval, while remaining calm and objective. 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 previous work experience in hospitality, marketing, communications, or public relations, preferably in a healthcare and/or nonprofit organization.

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