Program Manager

Status: Full-Time/Exempt – not eligible for overtime

Work Schedule: Rachael Young Center open 9:00 – 5:00 PM Monday – Friday. This position requires the ability to maintain a flexible work schedule to meet the needs of programs including up to two evenings per week and occasional weekend hours.

Reports to: Program Director

Supported by: Administrative staff, volunteers

About Cancer Support Community:

Cancer Support Community East Tennessee, Inc. (CSCET) is a 36-year-old nonprofit dedicated to uplifting and strengthening people impacted by cancer. CSCET provides a comprehensive range of professional services including support groups, individual support sessions, educational workshops, wellness classes, art, and music, all free of charge, to individuals affected by cancer and their loved ones. We aim to provide a supportive community where people impacted by cancer can receive the support they need to live well with the challenges of a cancer diagnosis.

CSCET is seeking an energetic and compassionate LCSW, LMFT, LPC, or PhD to join our team. The ideal candidate will have clinical experience working with both adults and children. This position includes clinical, administrative, and programmatic duties designed to ensure that no one faces cancer alone. Training in psycho-oncology is included, and the Program Manager should have the desire to continually develop skills and resources keeping up to date on best practice and research.

Key Responsibilities:

Clinical Delivery Management

- Provide telephone support/walk-in support to people with cancer and their loved ones
- Facilitate weekly support groups and monthly groups in person, virtually and hybrid including newcomer orientations and pre-group interviews

Program Administration, Development, and Delivery:

- Manage and administer monthly programs (including speaker recruitment and introduction, room set up, program moderation, data collection, and database management)
- Collaborate with the Program Director to train, supervise, and schedule program volunteers
- Opportunity to develop and deliver psycho-oncology educational programs
- Assist in program evaluations including assessment of program data and satisfaction surveys

Children's Program Delivery:

- Opportunity to develop and implement programs for children and adolescents whose parent/sibling/family member has cancer

Program Outreach Management

- Opportunity to develop and manage off-site programming
- Assist with calendar delivery including timeline, updating points of contact, managing delivery volunteers, and deliver calendars as needed
- Assist with outreach efforts to increase program awareness and cultivate new members

General Administration:

- Assist with CSCET's Resource Library (make new contacts for free publications, keep inventory current, replenish existing materials), this includes online resources as well
- Assist in grant writing as needed
- Additional duties as assigned

Qualifications:

- Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), Licensed Marriage & Family Therapist (LMFT), or Clinical Psychologist (PhD) licensed in Tennessee
- 3-5 years post-licensure clinical experience preferred
- Excellent interpersonal, written, and verbal skills
- Proficiency in Microsoft platforms, shared documents, Zoom, and database systems
- Ability to work independently with minimal supervision and manage multiple priorities
- Ability to administer CSCET policies and procedures while maintaining a welcoming, professional, personal, informative, and effective program
- Enthusiasm for teamwork, community collaboration, and CSCET's mission

Compensation and Benefits:

- Competitive salary, commensurate with experience, starting at $60,000
- Benefits include health insurance, life insurance, retirement plan, holidays, and paid time off

Interested candidates should email a resume, cover letter and at least three references to Renee Dawson at RDawson@CancerSupportET.org.