

Job description

Position title

Programs Coordinator

Reporting to

Senior Manager of Programs

Exempt/Non-exempt

Non-exempt

Location

North Attleboro, MA (Joe Andruzzi Foundation office)

Schedule

Part-time, 24 hours weekly (Tuesday-Thursday)

Organizational Overview

The Joe Andruzzi Foundation (JAF) serves New England cancer patients who are experiencing financial and emotional stress due to a cancer diagnosis. Cancer-driven income loss and rising out-of-pocket costs can leave families laboring to cover their everyday needs. Research links this economic strain - Financial Toxicity - with poorer health outcomes. Because bills cannot be left unpaid due to a diagnosis, the JAF Programs help alleviate financial stress by assisting with rent/mortgage payments, utilities, food, and other essential household expenses so that patients and families can focus on accessing cancer care and the fight to get well.

Position Summary

The Programs Coordinator supports the Joe Andruzzi Foundation with the services it offers patients living with cancer and their families. This role provides administrative support to the Programs department and assists with cultivation, retention, and stewardship. They work within the organization's guidelines, policies, and mission and will be accountable and responsible for specific projects as assigned.

The Programs Coordinator will have a broad range of responsibilities, including but not limited to the following:

- Answer the Programs department phone line and direct calls accordingly; assist with department mailings; co-manage Programs email inquiries (grants@joeandruzzifoundation.org and programs@joeandruzzifoundation.org) and forward them to appropriate team members if needed; and administrative inquiries, ensuring excellent customer service
- Assist with intake calls for new healthcare partners for Programs
- Perform program administration tasks, including reviewing applications to ensure the patient fits the Program's criteria, corresponding with healthcare providers if and when necessary (e.g., missing documentation, DocuSign), working closely with Programs team members on approved grant requests, compiling and submitting weekly billing files for accounts payable, and Food Security mailings
- Compiling patient and family details if they are a part of any UpBeat Events and inputting the information into Salesforce and, if needed, saving photo releases and any other important files to the account's record and OneDrive
- Schedule and prepare materials and agendas for the JAF Healthcare Council and staff meetings, record meetings and distribute notes, and ensure follow-up steps are communicated and implemented
- Assist with any other Programs department needs as assigned

**Please note that this description is not designed to cover or contain a comprehensive listing of the duties and responsibilities required of the employee for this job. Duties and responsibilities may change at any time, with or without notice.*

Qualifications

- Bachelor's degree or equivalent combination of education, training, and relevant experience preferred. One to two

years of relevant administrative, program support, nonprofit, healthcare, or customer service experience preferred. Relevant internships and volunteer experience will be considered.

- All JAF employees have the following responsibilities:
 - Represent JAF's principles, values, culture, and community investment philosophy
 - Build strong relationships based on trust, mutual respect, humility, equity, and partnership
 - Actively inspire, engage, and provide support to JAF Partners
 - Actively support the organization's growth and development goals

Required Competencies

- Technologically adept – comfort, familiarity, and/or ability to learn and utilize a variety of computer applications (i.e., Microsoft Office 365, Salesforce) as well as project management systems
- Attention to detail when working with a high volume of data
- Proven track record of building trusting relationships and working effectively across different settings, communities, and issues – with people of diverse backgrounds, perspectives, and cultures
- Ability to maintain confidentiality
- Strong organizational skills and efficient
- The knowledge and willingness to be flexible
- The ability to take the initiative and manage tasks from start to finish
- A solid commitment to high-quality work, customer service, and high productivity
- Ability to exercise sound judgment, work independently within established procedures, and escalate questions when appropriate
- The ability to work under pressure and handle multiple tasks at one time
- Excellent written and verbal communication skills

Compensation and Benefits

- This is a part-time, non-exempt position scheduled for 24 hours per week. The hourly pay range for this position is \$23.60-\$24.00.
- Subject to the terms of the applicable plan, employees may become eligible to participate in JAF's 401(k) retirement plan after meeting the plan's age, service, and hours requirements. This position is also eligible for vacation and holidays which fall on regularly scheduled work days.

To Apply: Please submit a cover letter and resume to openings@joeandruzzifoundation.org

The Joe Andruzzi Foundation is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply for this position.