TITLE: Coordinator, Programs Outreach

REPORTING RELATIONSHIP: Manager, Programs

JOB LOCATION: Chicago, IL

TRAVEL REQUIREMENTS: Up to 50% travel to events, support groups, and conferences

The Coordinator, Programs Outreach, is responsible for supporting the Programs team to ensure engagement of the community.

DESCRIPTION OF DUTIES: As the Foundation’s Coordinator, Programs Outreach, you will have all the responsibilities and authority customarily attendant to such a position including, but not limited to, the following:

- Answer community questions in the Patient Communication Center (PCC). Work with the Manager, Programs, to manage inventory of educational materials.
- Travel to PFF Ambassador events to observe PFF Ambassadors and provide program support
- Travel to support group meetings to represent the Foundation and provide program support
- Engage support group leaders, event leaders, and other stakeholders to obtain feedback on PFF Programs, through surveying or other methods
- Work with the Director, Programs, to identify best practices in the PFF Ambassador program and in pulmonary fibrosis support groups
- Work with the Director, Programs, to recruit potential new volunteers for the PFF Ambassador program and the Support Group Leader Network
- Attend conferences, educational events, and other meetings as needed to distribute educational materials and promote the Foundation and its Programs
- Coordinate Foundation’s attendance at education conferences
- Manage calendar of education events at Care Center Network sites; assist as needed in planning and implementation
- Implement strategies for outreach efforts to patients, caregivers, community pulmonologists, pulmonary rehab programs, and family practice clinics to educate them about the resources available through the Pulmonary Fibrosis Foundation

Beyond these specific duties, the Coordinator will be expected to:
- Work closely with the Manager, Programs and other Programs staff to carry out the mission and objectives of the Foundation as approved by the Board of Directors
- Maintain positive working relationships as a team player through problem solving issues, speaking positively about others, listening attentively and observing the rules and regulations per the PFF personnel handbook.
- Work well as a team member with positive and timely written and verbal communication, including sharing information up, down and laterally
- Perform all other duties as assigned

QUALIFICATIONS
- Bachelor's degree required in social work, gerontology, human services or a related field, or in communications, marketing, English, or a related field.
- Effective verbal and written communications skills, reflecting an understanding of the appropriate use of communication technologies and an appreciation that different audiences may require their own approach.
- Health care related experience preferred. Experience working with individuals and families. Direct patient experience preferred.
- Working knowledge of Microsoft Office, especially Excel and Power Point.
- High degree of creativity, energy, initiative, and attention to detail.
- Superior self-management skills with the ability to prioritize multiple projects with a moderate level of supervision.
- Sound decision making skills, including ability to establish priorities in a fast-paced environment with rapidly changing priorities.
- Proven experience working within database systems to manage information.
- Bilingual skills (Spanish/English) candidates preferred.