



Colorectal Cancer Resource & Action Network (CCRAN)

JOB DESCRIPTION

Position Title: Patient Support Coordinator

Position: Full-time

Location: Virtual Position

Hours of Work: Monday to Friday, 35 hours/week

OBJECTIVES

The Patient Support Coordinator is responsible for the coordination of CCRAN's Patient Support in Montreal in addition to public and targeted public education inquiries from across the country to ensure quality patient support for CCRAN's patients and caregivers.

The Patient Support Coordinator works with the development and communications staff to identify and source funding opportunities.

The Patient Support Coordinator is responsible for:

- Creating and updating reports outlining activities and progress
- Identifying and proactively finding solutions that enhance patient programs at CCRAN
- Liaison with all staff members to ensure collaboration to achieve strategic goals

Reports to: CCRAN's President & CEO

RESPONSIBILITIES

Volunteers:

- Coordinates table-top events and Mega Colon bookings across the country with qualified volunteers (currently suspended due to the pandemic)
- Recruit volunteers targeting colorectal cancer (CRC) patients, families and friends

Direct Mail:

- Develops Direct Mail packages for Fall mailings with the assistance of the CCRAN staff
- Identifies target audiences for the mailout
- Coordinates outside suppliers, as appropriate
- Tracks reporting and provides statistical analysis



Public Speaking:

- Makes virtual presentations to professional, patient and community groups to help promote awareness of CCRAN's programs and initiatives

Patient Support:

Support Groups:

- Participates in the monthly national support group meeting led by President & CEO
- Establishes support group meeting in the Montreal Area
- Provides support to patient support group facilitators nationally, as appropriate
- Assist with the creation and launch of new support groups

Information Requests and Support:

- Handles telephone and email requests related to crc patient queries received through the CCRAN Infoline and email
- Provides support and information to crc patients and caregivers, as appropriate
- Facilitates peer to peer support, when required
- Statistical reporting that tracks patient requests and information needs

Public Education:

- Handles requests from individuals and various organizations
- Maintains CCRAN's patient material inventory
- Develops strategy and implement cancer clinic database
- Outreach to the major Cancer Centres in Canada to ensure their patient education libraries are populated with CCRAN's patient materials

Young Adult Colorectal Cancer Hub:

- Assist with the development of the online Young Adult Colorectal Cancer Hub designed to support young colorectal cancer patients (live chat room, information on the disease, inspiring videos)

Fundraising Events:

- Oversees activities related to **BUMRUN** focusing on the recruitment of leads and participants for the annual event across the country (6 cities)
- Assists with CCRAN's **Silent Auction to Silence Cancer** fundraising Event to help secure silent auction items from our donor base
- Assist with Third Party Events through promotion and support



Other:

- Is prepared to take the lead on CCRAN's My Colorectal Cancer Coach Program
- Performs additional duties, as required

Qualifications and Experience:

- Understanding and appreciation of CCRAN's Mission, Vision and Values
- Fully Bilingual
- Ability to work well with others in a team environment
- Knowledge of cancer screening programs across the country and colorectal cancer acumen
- Strong written and verbal communication skills
- Strong presentation skills
- Solid interpersonal skills including the ability to listen and respond
- Demonstrated psycho-social skills related to providing support to CRC patients and caregivers
- Solid project and management skills
- Good understanding of data management and statistical tracking reporting
- Demonstrated ability to work with volunteers
- Participates in professional development, as required

APPLY NOW:
info@ccran.org