



Statewide Program Specialist Job Description

Status: Full Time, Exempt

Reports to: CEO

Supervises: None

Job Summary:

The Statewide Program Specialist plays a critical role in the strategic development, delivery, and management of programs across multiple program-delivery sites in Montana, including the virtual platform. This position is actively involved in CSC Montana's external relationships with healthcare providers and develops program policy to ensure standardization and excellence in the delivery of high-quality care. This includes ensuring that policies, procedures, and programs are carried out in a professional manner in keeping with the Cancer Support Community HQ program guidelines. The Statewide Program Specialist works collaboratively with the entire team, volunteers, and interns in implementing the workplan. Successful candidates must be committed to Cancer Support Community Montana's mission and excited about its growth and potential.

Essential Job Duties and Responsibilities:

Program Administration

1. Create statewide standard processes in organization and implementation of programs and services for CSC Montana in collaboration with each Chapter, and in full compliance with CSCHQ guidelines.
2. Develop procedures and standardization to recruit, hire, train, and evaluate Program Facilitators and Mental Health Interns.
3. Responsible for ensuring adherence of Chapters and Resource Centers to CSC Montana philosophy, policies, procedures, and program guidelines.
4. Ensure effective and timely implementation of Professional Advisory Board meetings in each Chapter.
5. In coordination with Chapter Program teams, organize statewide marketing processes in partnership with marketing firm to provide continuity in messaging through e-newsletter, social media and participant outreach to ensure full access to and utilization of programs.
6. Update and review written materials to ensure that program information properly and accurately reflects the programs and services rendered across Montana.
7. Answer incoming participant calls from non-Chapter locations and navigate them through the New Participant Process with direction to mental health counseling if needed.
8. Coordinate and implement Frankly Speaking About Cancer grant program.

Potential Clinical Responsibilities (if expertise allows)

1. Facilitate two online groups per month and provide individual counseling as needed.
2. Fill in as a substitute to cover support groups when needed.
3. Develop, supervise, and manage mental health interns and Program Facilitators to serve the needs of all people in Montana. This will be in partnership with each Program Director as assigned.

Assessment & Evaluation

1. Responsible for accurate entry and maintenance of all participant and program related data and remediation as needed.
2. Interpret and report on data to leadership & staff and comply with all ADAPT deadlines.

3. Collaborate with CSC Montana Program teams to develop annual needs assessment that identifies program needs, barriers to attendance, and requested services for people affected by cancer in all Chapters as well as Resource Centers. Create a detailed summary report for review.
4. Work with CSC Montana Program teams to monitor quality of service and program effectiveness through an annual evaluation and analysis of programs and create a detailed summary report for review.

Outreach

1. Establish and maintain proactive relationships and be actively involved with other CSCHQ Program Directors through program conference calls, network partner meetings, and other collaboration opportunities.
2. Work with CSC Montana Program teams to develop an outreach plan for each Chapter to improve relationships with hospital and community-based organization personnel to enhance community partnerships.

Required Qualifications:

1. Community health, public health, public administration, social work or mental health professional.
2. Demonstrated experience in nonprofit program development and administration.
3. Demonstrated skill in data analysis, program evaluation and needs assessment development and strategic planning.
4. Demonstrated experience working with diverse teams and stakeholders.
5. Advanced skill and ability in public speaking and effective public relations strategies.
6. Successful experience working with computers specifically MS Office Suite and databases.

Preferred Qualifications:

1. Masters' education level with professional experience.
2. Licensed LCSW, LCPC, Licensed Mental Health Professional or Clinical Psychologist in State of Montana, or eligible for licensure within 2 years.
3. Successful experience and ability to work with issues surrounding chronic and life-threatening illness.

Necessary Special Requirements:

1. Requested to receive a flu shot before the beginning of flu season but no later than November 1 of each year as well as up-to-date COVID immunization. This is a special request to have direct contact with people who may have or develop compromised immune systems.
2. Many make-up and hair products contain fragrances, and this may cause sensitivity and/or allergic reactions in others and are therefore not allowed.
3. Must have reliable transportation to carry out duties and responsibilities of the role.
4. Travel to other centers and to educational opportunities as needed or required.
5. Position requires the ability to work occasional nights, weekends, and holidays.
6. Requires regular attendance and reports to work fit for duty in a professional environment.
7. Must comply with all conditions in the HR Handbook.

Knowledge, Skills and Abilities and Ideal Characteristics:

- Successful candidates must be passionate about the wellbeing of people affected by cancer, committed to Cancer Support Community's mission and excited about its growth and potential.
- A self-directed person who likes working in a fast-paced environment and is willing to work flexible hours to include evenings and alternate schedules.
- A team player who is flexible, creative and a proactive problem solver to get tangible results.
- Collaborates as a team member, takes responsibility for outcomes under their control, as well as sound judgment and values that are consistent with those of the organization.
- Ability to administer CSC Montana policies and procedures while implementing a comforting, informative, and effective program.
- Ability to work under pressure with minimal supervision.

- Exhibit strong advocacy skills, and excellence in verbal and written communication.
- Possess excellent organizational and administrative skills.
- Demonstrated ability to interact equitably with individuals of all genders, races and socioeconomic levels.
- Skill in taking initiative in time management, completing tasks and assignments.
- Ability and skill in program design, innovation and creative approach to work.
- Multi-tasking skills and the ability to manage multiple projects, supervision of staff and responsibilities in a fast-paced work environment.
- Demonstrated experience performing administrative skills, data entry and record keeping.
- Ability to be adaptable and flexible for work that requires changing work demands based on fundraising, participant and staff needs.
- Ability to interact with coworkers, staff, CSCMT participants and the public in an effective and positive manner.
- Regularly interacts with individuals of various social and economic backgrounds.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted during work, and contribute to the success of a team.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. These may be modified as required by changes in CSC Montana structure or changes in personnel.