



## **Bilingual Associate Program Director**

REPORTS TO: Senior Director of Program and Growth

FLSA STATUS: Full Time, Exempt

### **POSITION IMPORTANCE TO MISSION**

This position provides Cancer Support Community Arizona (CSCAZ) the capacity to fully serve Latino families impacted by cancer, develop partnerships within the Latino Community and assist the organization in further developing a program service model that can be replicated throughout Arizona to better serve high-risk, underserved and underinsured populations.

### **POSITION DESCRIPTION**

This position provides an opportunity to have direct impact in a fast paced and creative environment with the goal of building up CSCAZ services for the Latino population. In addition, the Bilingual Associate Program Director will assist with building a sustainable Program reaching the broader Arizona community, and assist in developing and executing new program delivery models that exemplify researched, evidence based gold-star programming while responding to community need.

The Bilingual Associate Program Director is responsible for ensuring that program standards are maintained and that program practices, policies and procedures meet all state and professional mental health licensing standards.

The Bilingual Associate Program Director builds and maintains relationships with members/participants, program staff, speakers and key programmatic constituents in the healthcare arena and the community at large; develops and manages the program budget; and maintains program statistics and reports. The Bilingual Associate Program Director works with the Senior Director of Program and Growth to ensure program consistency throughout the organization. The Bilingual Associate Program Director ensures that programming for the Spanish Speaking population is consistent with the standards of the Cancer Support Community, while remaining culturally appropriate.

The Bilingual Associate Program Director works closely with the CEO and others to provide consultation as it relates to general program operations, outreach and marketing, grant writing, and reporting and on an as needed basis, participates in fundraising activities. The Bilingual Associate Program Director is expected to maintain licensure in the state as a mental health professional.

The Bilingual Associate Program Director must embody the highest professional standards and demonstrate warmth and compassion as he/she works with members/participants, staff, volunteers and others in building and maintaining a sense of community.

## **JOB RESPONSIBILITIES**

### **Program Administration**

- Utilize clinical expertise to ensure the accordance of the program with Cancer Support Community (CSC) Program Standards as defined in the Program Manual and Policies and Procedures.
- In collaboration with other staff and Board, participate in the development of strategic goals and objectives as it relates to program delivery, reach and evaluation.
- Develop content for the program calendar and organization that reflects a full Program of psychosocial support including Support, Healthy Lifestyle activities, Educational workshops, Social Connection events and Resources and Referral needs.
- Maintain Education Pillar of Program by orienting and monitoring workshop presenters, adjunct instructors and other speakers to ensure quality, fair balance, and adherence to CSC policies. Supervise the planning and implementation of all program services and coordinate staff coverage as needed.
- Regularly evaluate participant satisfaction and program effectiveness using workshop evaluations, annual surveys of participants and PAB members, and other tools.
- Work collaboratively with Senior Director of Program and Growth for development and delivery of program services.
- Oversee collection of program and participant statistical data and submit quarterly Program Statistics Reports to headquarters and other reports as required by the CEO and Board. Utilize this data to assess program utilization trends and to plan for program expansion and/or reductions if necessary.
- Oversee maintenance and security of participant registration forms, group rosters, group notes/files, and participant activity sheets.
- Assist in creation of and monitor an annual budget for Program Department.
- Assist in creating a network of support and collaborators within the Latino Community that will lead to increased referrals and resources.
- Create and implement short-term counseling program, overseeing interns to help support needs of patients and their families.

### **Direct Service to Participants**

- Facilitate support groups defined as needed at CSCAZ.
- Provide and/or arrange for back-up group coverage when a facilitator or instructor must be absent for his/her group or program.
- Provide crisis intervention and short-term counseling to participants in distress as needed.
- Conduct pre-group interviews for participants wanting to join weekly support groups. Conduct newcomer meetings and open/close for educational presentations.

- Conduct Open to Options sessions, after training through Headquarters.
- Provide other direct clinical services as necessary or as determined by the CEO.

### **Supervision and Professional Development**

- Supervise bilingual staff performing Spanish speaking services, including clinical facilitators.
- Recruit, hire and supervise staff providing Latino program services and resource navigators in hospital setting.
- Educate, train and monitor consistency for non-program staff and volunteers on the basics of the program and CSCAZ in general (e.g. volunteers, orientation leaders, board members).
- Keep up to date and be conversant on psychosocial oncology issues and publications, and represent the Cancer Support Community Arizona at professional meetings

### **Minimum Qualifications**

- Minimum of Master's Degree in Counseling, Social Work, or Marriage and Family Counseling.
- Licensed by Arizona Board of Behavioral Health Examiners.
- Bilingual Spanish required and able to provide supervision of culturally appropriate services.
- Strong clinical skills, including individual and support group experience and ability to work with issues surrounding chronic and life-threatening illness.
- Demonstrated administrative skills, including planning, organizing, scheduling, budget management, statistical and program reports, and innovative program development.
- Ability to administer CSC policies and procedures while maintaining a warm, professional, personal, informative, and effective program.
- Ability to interact with individuals at all levels (participants, donors, staff, public). Strong verbal and written communication skills are essential.
- Ability to work a varied and flexible schedule, including evenings and Saturdays.

For inquiries, please send an email including your resume and cover letter to [jobs@cscaz.org](mailto:jobs@cscaz.org)