



You'll feel better inside.

Participant Engagement Manager

Department: Programs

Supervised by: Education, Engagement, and Evaluation Program Manager

Supervises: Participant Navigator, Front Desk Volunteers, and Contractual Staff

Status: Full-time, salaried, exempt

Summary of Position

The Participant Engagement Manager (PEM) is a leader within the Education, Engagement, and Evaluation (EEE) Team. Through management and facilitation of the Participant Engagement Process and Front Desk Volunteer Process, the PEM facilitates participant entry into Wellness House programs and supports the front desk team in creating and maintaining a welcoming environment for all participants and guests. The PEM is often responsible for the first impression and experience of a Wellness House new participant, therefore must adhere to the highest standards of professionalism, confidentiality, and integrity with a warm and welcoming demeanor to connect people who need our services to programs. In addition, this person must handle sensitive and emotional information from people impacted by cancer and act as a support person to help them receive our services. Additionally, the PEM participates in program evaluation to support the continuous quality improvement of programs. This role also supervises the Participant Navigator and Front Desk Volunteers.

RESPONSIBILITIES (100% program responsibilities)

Managerial (20%)

General Management

- Model for staff and volunteers and actively engage and contribute to a healthy, stimulating, productive work environment where all constituents, participants, staff, volunteers, and donors can "feel better inside."

- Provide supervision, management, and support for direct reports. Conduct performance appraisals, promptly communicate feedback and ensure direct reports are properly trained and informed of Wellness House policies and procedures.
- Track and facilitate professional development goals and opportunities for direct reports.
- Report to the Office Manager, EEE Program Manager, and the Director of Programs any observations of malfunction or inadequacy of the Wellness House facility that would compromise the safety of staff and participants or negatively impact the delivery of Wellness House programs.

Participant Engagement and Staff Management

- Review and update participant engagement process and assist with monthly reports as directed by the EEE Program Manager and Program Directors
- Oversee and manage all operations related to the Participant Intake Process, Participant Engagement Process, and Participant Attendance and Check-in Process for all locations and online

Volunteer Management

- Actively recruit and onboard front desk volunteers with support from the HR and Volunteer Manager
- Regularly review and update front desk volunteer onboarding and training and maintain consistent communication with front desk volunteers to ensure they are appropriately informed of Wellness House policies and procedures
- Supervise and support front desk volunteers
 - Scheduling and Logistics (volunteer database) management
 - Ensure coverage for all front desk shifts
 - Keep volunteers up to date with necessary information about staffing and programs
 - Respond to volunteer needs and inquiries during their shifts
 - Track volunteer statistics and data as needed
 - Recruit and train new volunteers on an ongoing basis
- Assist with the tracking of volunteer statistics and data collection.

Provide input on volunteer policies and procedures and offer suggestions for ongoing improvements in the volunteer program.

Direct Work with Participants and Volunteers (60%)

Participant Engagement

- Receive and assist participants (often in crisis), including active listening, information dissemination on WH programs and services, referrals to appropriate staff, and invitations to programs.
- Facilitate participant entry into Wellness House programs through supervision and facilitation of participant engagement, assessment, introduction to programs, and referrals.
 - Available to meet with walk-ins and new participants for tours and an overview of programs at Wellness House.

- Facilitate Welcome to Wellness Orientation sessions.
- Conduct individual participant orientations as part of the Participant Engagement Process.
- Respond to inquiries from potential participants and follow up on referrals from healthcare partners.
- Follow up with participants at appropriate intervals to monitor progress, assess needs, and provide resources and assistance.
- Collaborate with the Support and Family teams through assessment, support, triage, and follow-up for participants in distress
- Schedule appointments as appropriate.
- Provide service delivery in the form of community program referrals and social service resources, in addition to Wellness House resources.
- Participate in outreach efforts to specific groups of participants (i.e., diagnosis-specific groups, survivorship groups, teens/families) as needed
- Complete appropriate documentation in the participant database, MindBody Online (MBO)
- Receive callers via phone and make appropriate referrals for incoming calls.
- Provide an initial response to visits and calls from the public, media, donors, and volunteers and direct them and make appropriate referrals to staff.
- Responsible for welcoming appearance and organization of reception area, including displaying program materials and stocking program brochures and materials as needed.
- Organize FDVs to make reminder calls for appointments, Wellness Tune-Ups, education events, and program registration (or coordinate by front desk volunteers).
- Ensure FDVs can assist participants with the use of the library and library check-out process.
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Program Facilitation

- Facilitate Welcome to Wellness House and Cancer Thriving and Surviving
- Opportunities for additional program facilitation are available based on abilities, qualifications and interests, such as Book Club or Connections Groups

Information and Education and Unique Boutique Program Support

- Assist with class and program logistics, including facilitation/hosting of IE programs, participant outreach and recruitment, and program follow-up, as needed.
- Assist with logistics related to wig boutique and make-up/beauty classes for Unique Boutique programs, including appointment scheduling, class registration, and post-class follow-up, as needed.

Program Support and Administration (10%)

- Maintain and contribute to resource database for participant resources.
- Participate in the formal and informal evaluation of programs.
- Provide input on policies and procedures and offer suggestions for improvements
- Participate in other reporting or program activities, as directed.

- Participate in other program development initiatives
- Organize FDVs to assist program staff with special projects, mailings, and word processing needs as directed. Prepare packets for education programs
- Assist with room set-up for programs/events

Other (10%)

- Protect organization's value by keeping information confidential
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Perform general tasks and other duties as assigned
- **Attendance at Meetings Required**
 - All Staff meetings (monthly)
 - Departmental team meetings (monthly or as needed)
 - Group Supervision (weekly)
- **Attendance at Events Required**
 - Annual Walk (work assignment will be given)
 - Annual Holiday Party (work assignment will be given)
 - Hot Topics in Breast Cancer or assigned Spring Event (work assignment will be given)
 - Three additional program events per year (a work assignment will be given). These work assignments may be outside of your regular work schedule; you will work with your manager to cover scheduling details

Performance Measures

- To be filled in each year during annual evaluation, by employee and supervisor

QUALIFICATIONS

Education: Minimum of a bachelor's degree

Job Experience: Minimum of three years related experience

Special Knowledge & Skills: Bilingual (Spanish/English) preferred; compassionate, empathetic listener; ability to work with a diverse group of people; detail-oriented, organizational skills, time management skills and the ability to learn new tasks quickly, excellent verbal and written communication skills. General computer skills, including knowledge of Microsoft Office products such as Word and Excel, Zoom, and patient databases; strong interpersonal and organizational skills. Able to work independently and as part of a team

Wellness House is an EOE.

Prepared by: Tracy Lester, Director of Strategic Program Initiatives

Updated by: Maigenete Mengesha, Director of Programs

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