



You'll feel better inside.

Bilingual Oncology Support and Family Counselor

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| Department: | Programs; Support Groups & Counseling, Child & Family |
| Supervised by: | Sr. Support & Counseling Program Manager |
| Supervises: | --- |
| Status: | Full-time, Salaried, exempt |
| Hours: | 30-40 hours per week with two evenings weekly, and one Saturday half-day monthly |
| Location: | On-site at main location in Hinsdale and at partner locations |

Summary Job Description:

The Bilingual Oncology Support and Family (BOSFC) provides direct psychosocial support to individuals and families living with cancer. The BOSFC is responsible for facilitating support groups in English and Spanish, providing individual consultation and counseling, and leading workshops and classes for individuals diagnosed with cancer and caregivers for Wellness House at the main location in Hinsdale, online, and at partner locations. This role will also assist the engagement and marketing teams with the Participant Engagement Process for Spanish-speaking participants and the translation of documents and marketing materials from English to Spanish. In addition, with the Director of Cancer Health Equity Initiatives (DCHEI), Director of Programs (DOP), program managers, and engagement managers, the BOSFC will identify and maintain productive professional relationships with hospital, medical, and community partners and promote programs to Spanish-speaking participants.

RESPONSIBILITIES: (100% Program Responsibilities)

Direct Work with Participants (Approximately 70%)

- The BOSFC will facilitate individual and group programs for the Support Groups and Counseling and Child and Family Programs for Wellness House at the main, online, and partner locations. Program facilitation includes planning and leading support, connections, and bereavement groups for people impacted by cancer, including necessary group preparation and participant follow-up.
- Plan and deliver psycho-educational workshops and classes for participants relevant to area of expertise and based on participant need for Wellness House at the main, online, and partner locations as assigned.
- Support the Engagement Team in engaging Spanish-speaking participants, as part of the Participant Engagement Process, to identify suitable programs for new Spanish-speaking participants to attend at Wellness House and provide support for cancer-related transitions.

- Assist new participants in identifying goals for participation in Wellness House and follow up with participants at appropriate intervals to monitor progress and provide resources and assistance as needed.
- Provide short-term counseling for individuals and families as needed.
- Identify outside referral sources when needed and make appropriate referrals.
- Promptly record all direct and indirect service efforts into database management system.

Program Support and Outreach (20%)

- Work with the program team to develop group policies and procedures, including the purpose of group, eligibility criteria, and method for participant goal setting and program evaluation.
- Identify strategic community partners with the DCHEI, DOP, and engagement and program managers to cultivate productive and collaborative relationships. Participate in activities that increase awareness of Wellness House and its programs.
- Communicate insights gained from the healthcare community to the program development process at Wellness House. Identify opportunities for new and innovative programming.
- Assist Engagement Team with Participant Engagement Process for Spanish-speaking participants and assist Engagement and Marketing Team with translating documents and marketing materials from English to Spanish.
- Participate in the formal and informal evaluation of programs.
- Participate in other reporting or program activities as directed.

Other (10%)

- Protect the 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)
 - Status meetings with Program Manager (monthly or as needed)
- **Attendance at Events Required**
 - Annual Walk for Wellness House
 - Three additional program events per year may be outside your regular work schedule; you will work with your manager regarding the details.

Performance Measures:

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

QUALIFICATIONS:

- Education: Master's degree or higher in psychology, social work, or related field; must be clinically licensed or soon to be.
- Job Experience: Two years professional experience in community health-related work preferred.
- Special Knowledge & Skills: Bilingual (Spanish and English) required. Experience facilitating support groups required; knowledge and aptitude working with Microsoft Office.

Demonstrated Competencies: Solid organization and planning skills; ability to communicate effectively both verbally and written; ability to collaborate with peers and provide constructive feedback to others; results orientation; ability to handle multiple priorities; innovative thinker; initiative; highly ethical; ability to work within a team and motivate others; commitment to the mission of Wellness House.

For safety reasons and to protect all who enter Wellness House, we adhere to health facility protocols and require that our staff are fully vaccinated against Covid-19 and wear masks within our facility.

Wellness House is an EOE.

Prepared by: Tracy Lester, Director of Programs

Date: December 2022