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Engagement Associate

Department: Programs; Information and Education
Supervised by: Participant Engagement Manager
Supervises: Volunteers as directed by Participant Engagement Manager
Status: Hourly, Non-exempt
Hours: 20 hours per week – weekday afternoon / evening hours and Saturday mornings
Location: On-site at main location in Hinsdale

Summary of Position

The Engagement Associate is considered an ambassador of the vision, mission, and guiding principles of Wellness House. Through direct service and as a first point of contact, the Engagement Associate facilitates participant entry into Wellness House programs and supports the front desk team to create and maintain a welcoming environment for all participants and guests.

RESPONSIBILITIES (100% program responsibilities)

Direct Work with Participants and Volunteers (80%)

Front Desk and Volunteer Support

- Ensure appropriate coverage of front desk at all times through presence at desk and support to volunteers when needed.
- In conjunction with Engagement team and front desk volunteers, ensure successful completion of all front desk tasks and functions, including:
 - Provide an initial response to visits and calls from the public, media, donors, and volunteers and make appropriate referrals to staff.
 - Check participants into the building and take accurate attendance for in-person and online programs.
 - Provide and collect appropriate paperwork, including Participant Information Form (PIF), welcome packet, and physician release, health history form, and consent waivers, as appropriate.
 - Assist participants with using the library through the library materials check-out process.
- Enter participant demographics (PIF) and program registration and attendance into the program database as appropriate for programs or services delivered in a timely fashion.
- Responsible for welcoming appearance and organization of reception areas. Responsible for displaying materials in conjunction with current and/or special programming. Stocks program brochures and materials as needed.

Participant Engagement

- Receives and assists participants with: active listening to participants (often in crisis), providing information on WH programs and services, referrals to our counselors and staff, invitations to programs. This position is vital to connecting people who need our services to the therapist or program that may be of help to them. This person must be able to handle sensitive and emotional information from people suffering the side effects of a cancer diagnosis and act as a support person to help them receive our services.
 - Available to meet with walk-ins and new participants for tours and overview of programs at Wellness House.
 - Facilitate Welcome to Wellness House Orientation sessions.
 - Respond to inquiries from potential and current participants and follow up on referrals from healthcare partners.
 - Schedule consultations and appointments with program staff as requested
- Follow up with participants at appropriate intervals to monitor progress, assess needs, and provide resources and assistance as needed.
- Collaborate with the Wellness House program team to assess, support, triage, and follow-up with participants in distress
- Provide service delivery in the form of community program referrals and social service resources, in addition to Wellness House resources.
- Participate in weekly outreach efforts to increase attendance and retention for identified programs
- Complete appropriate documentation in participant database, MBO

Information and Education and Unique Boutique Programs Support

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

Program Support and Administration (10%)

- Provide support to front desk volunteers through day-to-day updates, task assignments, and problem-solving.
- Provide support to Participant Engagement Manager for front desk volunteer management, including scheduling and coverage, communications, updating calendars, and ensuring accurate tracking of volunteer hours.
- 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 (including but not limited to program evaluation and evaluation and improvement of the Participant Engagement Process).

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 an associate degree
- Job Experience: Minimum of three years working in an administrative support capacity
- Special Knowledge & Skills: General computer skills, including knowledge of Microsoft Office products such as Word, Excel, and Teams, Zoom, and patient databases. Bilingual (Spanish/English) preferred.
- Demonstrated Competencies: 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; strong interpersonal and organizational skills; able to work independently and as part of a team; commitment to the mission of Wellness House.

Wellness House is an EOE.