



You'll feel better inside.

Engagement Manager, (*Community*)

Department: Program Department
Supervised by: Associate Director of Programs
Supervises: Direct Report, Wellness House Volunteer Program Ambassadors, Contractual Staff, Volunteers, and Youth Council
Status: Full-time, salaried, exempt
Hours: 40 hours per week
Location: On-site at main location in Hinsdale and partner locations

Summary of Position

The Engagement Manager (EM) works with the program directors and managers to ensure all people impacted by cancer learn about programs through the Community Engagement Process (CEP) and connect through the Participant Engagement Process (PEP). Through management, facilitation, and promotion of Program Events, Healthcare Professional (HCP) Events, and the Volunteer Ambassador Program, the EM builds healthcare and community relationships to raise awareness of Wellness House and increase referrals of new participants to the main location, partner locations, and online. The EM is a creative thinker who develops and maintains the CEP to maximize healthcare and community engagement through relationship building, speaker cultivation, and event promotion and facilitation.

RESPONSIBILITIES (100% Program Responsibilities)

Managerial (25%)

General Management

- Model for staff and actively contribute to a healthy, stimulating, productive work environment where all constituents 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.
- Support PEP as directed by the Associate Director of Programs (ADOP)
- Report to the Office Manager and ADOP 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.

Community Engagement and Program Event Management

- Review and update the CEP and assist with reports as directed by ADOP.

- Oversee and manage all CEP operations, including program events, HCP events, and volunteer ambassador programs with a community focus and manage Youth Council
- With program directors, ADOP, and program managers, develop quarterly program plans for all community partner and collaborator sites and ensure the implementation of all programming.
- Manage community partner and collaborator relationships as assigned by program directors and collaborate with managers to ensure programs are scheduled and facilitated.
- Identify innovative education programs, events, and engagement opportunities.
- Identify speakers for Top Doc, Hot Topics, and medically focused Information and Education Programs based on trends in psychosocial oncology, participant and staff feedback, professional literature, professional goals, and organization commitment to diversity, equity, inclusion, and belonging (DEIB) and cancer health equity.
- As needed, develop program policies and procedures specific to education and events, including purpose, eligibility criteria, and program evaluation.
- Participate in the evaluation of programs and events as requested by the ADOP.
- As needed, recruit, interview, and recommend new contractual staff and interns for education programs, events, and community engagement.

Volunteer Management

- Actively recruit and onboard volunteer ambassadors and program volunteers with support from the HR and Volunteer Manager
- Regularly review and update volunteer ambassador onboarding and training and maintain consistent communication with volunteer ambassadors and program volunteers to inform them of Wellness House policies and procedures.
- Supervise and support volunteer ambassadors and program volunteers.
- 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 (50%)

Information and Education Programs

- Lead the planning, coordination, and facilitation of Fairs, Signature Speakers, Socials, Some Enchanted Evening, L.I.G.H.T House events, and community focused HCP events, including identifying and scheduling the speakers and venue, securing contracts, coordinating logistics, and organizing staff and volunteers.
- Support community-based programs and events as directed by the ADOP.
- Contribute to the quarterly program guide production; identify and schedule programs, coordinate with facilitators, reserve rooms, and write descriptions.
- Coordinate with marketing and ADOP to ensure all events are marketed appropriately.
- Facilitate educational events at Wellness House and partner locations.
- Lead the evaluation of educational programs by collecting feedback and facilitating data entry following each event. Provide monthly analysis to ADOP. Use program evaluations to improve program quantity and quality.
- Assist with logistics related to Unique Boutique, including appointment scheduling, class registration, and post-class follow-up, as needed.

Program Facilitation

- Facilitate program and HCP events and provide coverage of OEEA as needed.
- Facilitate Welcome to Wellness House and Survivorship Programs as appropriate based on education, experience, and training.
- Facilitate participant consultations, engagement experiences, and partner programs based on abilities and qualifications, such as Book Club, Connections Groups, or wellness programs.
- Support PEP and Unique Boutique and provide back-up as assigned by ADOP

Program Outreach, Program Support, & Administration (20%)

- Identify, establish, and maintain strategic and collaborative relationships with community partners, collaborators, and constituents to increase referrals.
- Provide education on psychosocial support and Wellness House to increase utilization.
- Utilize Volunteer Program Ambassadors, and Youth Council to increase outreach efforts.
- Collaborate with marketing to produce collateral, including website content, to advertise, publicize, inform, and attract partners and participants to program and HCP events.
- Collaborate with marketing, ADOP, and program managers to ensure all medical partners and collaborators have Wellness House materials appropriate to the setting, including ongoing communications such as the Program/Welcome Guides and event materials.
- Participate in outreach through speaking engagements and other identified activities; cultivate collaborative relationships that result in greater awareness of and increased referrals to WH.
- Serve as a liaison or participate in civic or development activities as assigned by the Directors.
- 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

Other (5%)

- Protect the organization's value by keeping information confidential.
- Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- Perform general tasks and other duties as assigned.
- Schedule to include one evening per week and one Saturday per month.

Attendance at Meetings Required

- All Staff meetings, monthly
- Departmental team meetings, monthly or as needed, (Program, Engagement, Events)
- Group Supervision, weekly
- One-on-one meetings with staff, independent contractors, and volunteers, as needed

Attendance at Events Required

- Annual Walk, work assignment will be given
- All Hot Topics, Program Events, Socials, & Summits: usually an evening or Saturday

- LIGHT House Events as needed

Performance Measures:

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

QUALIFICATIONS

Education: Bachelor's degree in social work, public health, nutrition, exercise science or related field. Master's degree and/or certification or licensure that is relevant to one of our program areas (Support Groups and Counseling, Nutrition, and Exercise) is strongly preferred.

Experience: Minimum five years of professional experience in planning and executing health-related events, community engagement, and professional relationship building. Experience in communications/outreach with a medical patient population, ideally a cancer population, preferred.

Competencies:

- Bilingual (English/Spanish), preferred.
- Connected and knowledgeable about community resources and organizations in the South and West sides of Chicago. Skilled at engaging diverse leaders.
- Demonstrated result-oriented and highly ethical individual who possesses superb writing and verbal communication skills.
- Demonstrated strong interpersonal skills and the ability to establish effective working relationships with colleagues and external partners.
- Demonstrated ability to engage in collaborative planning in a team environment across all levels.
- Ability to work within a team and motivate others; provide constructive feedback to as needed.
- Ability to take initiative and work independently while handling multiple priorities; possesses solid time management skills.
- Demonstrated solid ability to organize and plan programs and events; hands-on with implementation. Proactive approach to anticipating and mitigating potential issues. Ability to adapt to changes in event plans, schedules, and technology requirements; innovative and resourceful. Reflective and committed to continuous quality improvement.
- Comfortable with technology. Skilled with Microsoft Office Products such as Outlook, Word, PowerPoint and Excel and other software as required.
- Ability to present to groups in person and online; facilitate programs. Proficient in the setup, operation, and troubleshooting of audio-visual equipment and teleconference tools, such as Zoom, used for online, hybrid, and in-person presentations. Strong problem-solving skills to address technical challenges on the spot.
- Ability to lift and carry approximately 40 lbs. related to event equipment and materials. Physical stamina to engage in event set-up, including moving furniture and arranging event spaces.
- Commitment to cancer health equity and diversity, equity, inclusion, and belonging (DEIB); commitment to the mission of Wellness House.

Applications by members of all underrepresented groups are encouraged.

Wellness House is an EOE.