



Family Outreach & Support Coordinator

Position Summary

The Children's Cardiomyopathy Foundation (CCF), a national nonprofit organization based in northern New Jersey, seeks a motivated, assertive, and self-directed individual to assist in the coordination of its family support and physician outreach activities. Reporting to the Director of Family Outreach & Support, the Family Outreach & Support Coordinator will focus on: 1) managing the member registration process and database, 2) assisting with patient/family and physician requests, 3) researching opportunities to increase awareness of CCF's services in the medical and patient community, 4) assisting with family support programs such as discussion forums, chats, webinars, and the regional ambassador program, and 5) managing the accredited cardiomyopathy centers of care program.

The position is 30 hours per week with duties performed primarily from the coordinator's home with one or two monthly meetings in Tenafly, NJ. The coordinator is also expected to attend and represent CCF at medical meetings and health fairs in the tri-state area and nationally when needed (2-3 trips per year on average). This is a great opportunity for an enthusiastic individual with strong interpersonal, organizational, and research skills to be involved in the medical/healthcare field and help affected families get the support they need.

Key Responsibilities

The Family Outreach & Support Coordinator will work in collaboration with the Director of Family Outreach and Support in the following areas:

Member Support: oversee the member registration process, analyze and maintain database; develop strategies to increase member registrations; respond to patient/family requests for medical information, parent matching, center referrals, and resources; moderate CCF's discussion forum and schedule quarterly Q&A forum and webinar guests, issue monthly announcements, including summaries of the latest medical research.

Support Resources: assist in the development and promotion of educational materials; facilitate hospital partnerships with new support groups and ambassadors; schedule online chats, Q&A expert sessions and webinars; moderate Facebook group pages and CCF's private online community.

Physician Outreach: research opportunities to increase awareness of CCF's family services and research grant programs among medical/healthcare professionals, heart-related groups and relevant professional societies; work with top pediatric cardiomyopathy centers to reach more patients; promote CCF's accredited center of care program to hospitals and evaluate applications; handle hospital requests for materials; maintain physician database; research and recommend medical meetings to sponsor, and attend national meetings periodically.

Education: Research topics related to developments in cardiomyopathy; work with the Director of Family Outreach and Support in developing a national, turn-key awareness/education

program for schools and pediatricians; arrange presentations in the tri-state area; and provide training to parents doing presentations in their community.

Job Requirements

- 30 hours/week with 90% of the job performed during normal business hours (9am-5pm)
- A full home office set up, including dedicated business phone line (paid for by CCF), printer, computer with MS Office software, and internet access
- CCF should be the primary employer
- Located within 60 minutes driving distance to Tenafly, NJ and have the ability to attend staff meetings one to two times per month.
- Have the ability to travel to conferences and events on average 2-3 times per year in addition to monthly staff meetings

Job Qualifications

- Minimum of BA degree in social work, sociology, health administration, nursing, or related degree
- 2-4 years of work experience, preferably in healthcare/medical marketing, a health-related discipline (nursing, social work, child life), or a similar position with a non-profit
- Basic understanding of cardiac disease and medical terminology would be an asset
- Proficient in MS Word, Excel, and PowerPoint
- Strong organizational and communication skills (verbal/writing)
- Ability to multi-task and work independently and efficiently under deadlines

Compensation

\$32,000 annually for 30 hours/week. Compensation is based on relevant work experience.

To Apply

For consideration, please email a cover letter and resume to Gina Peattie at gpeattie@childrenscardiomyopathy.org. Please include "Family Outreach & Support Coordinator" in the subject line.

The Children's Cardiomyopathy Foundation (CCF) is a national non-profit dedicated to finding causes and cures for pediatric cardiomyopathy – a chronic and often under-diagnosed disease of the heart muscle. CCF started in 2002 with one family's desire to call attention to a poorly understood heart disease and take action on the lack of medical progress and public awareness. Since its establishment, CCF has grown into a community of families, physicians, scientists and pediatric professionals focused on improving diagnosis, treatment and quality of life for children with cardiomyopathy.

Over the years, CCF has partnered with top medical centers and organizations such as the National Heart, Lung and Blood Institute, National Organization for Rare Diseases, National Society of Genetic Counselors, and the American Heart Association (AHA), to fill the voids in research and education. More information about CCF can be found at www.childrenscardiomyopathy.org

The Children's Cardiomyopathy Foundation is an equal opportunity employer.