

Teddy Bear Cancer Foundation

Family Care Manager

Job Description

FLSA Status: FTE exempt

Reports To: Sr. Program Director

Direct Reports: n/a

GENERAL PURPOSE

The bilingual Family Care Manager provides ongoing communication in both English and Spanish with TBCF's families, to ensure they are aware of and take advantage of each program offering. The incumbent additionally manages the following programs: Project Holiday, Family Business Directory, Parent Advocacy and Family Connection Events. The Family Care Manager is also responsible for translation of program documents into Spanish and assisting with interpreting on behalf of the program team during meetings and interactions with families.

ESSENTIAL FUNCTIONS

1. Project Holiday Programs (40%)

The Family Care Manager works as the lead team member alongside the Sr. Program Director and Volunteer Coordinator to implement our Project Holiday programs. These programs are mostly volunteer driven, and can be facilitated offsite in schools, businesses, and social groups in all Tri-County areas while portions of these programs are facilitated internally in our office, including:

- Lead program team in all aspects of Project Valentine, Project Easter, Project Mama Bear, Project Papa Bear, Project Turkey, and Project Christmas
- Schedule timelines in SmartSheet, and keep team on track with duties and deadlines
- Work with Volunteer Coordinator to procure donations for each program
- Work with Volunteer Coordinator on the recruitment of volunteers for each program
- Track incoming monetary and in-kind donations from donors and volunteers and send to Operations Coordinator for input
- Maintain a clean, inviting, and appropriate holiday-themed office atmosphere for each holiday program
- Complete intakes of delivered items, while maintaining- professionalism with volunteers
- Creatively leverage office space to host donated items and volunteer work areas
- Work with in-office and off-site volunteers to assemble packaging of items when needed
- Coordinate delivery dates and times with Volunteer Coordinator and families
- Manage final product presentation of family packaging and provide to delivery volunteers
- Provide Operations Coordinator all in-kind donation forms for entering in DP
- Thoughtfully thanking donors and volunteers for their involvement
- Collect and save family quotes and photos from each project in testimonial/photo tracking system accessible to all staff
- Provide approved assets to Fund Development for social media posts

2. Family Business Directory (15%)

We are currently building a Family Business Directory to share with our staff team, families, and supporters within the Tri-Counties and highlight businesses owned by our families. The Family Care Manager will lead all aspects of this directory to take families “from surviving to thriving.”

- Manage timeline and data collection in a project management sheet within SmartSheets
- Contact families to collect interest and data for the launch of directory
- Provide interested families with necessary paperwork to complete using DocuSign and manage storage of all documents once signed
- Work with Event Director and Community Outreach Manager to recommend appropriate families as vendors for upcoming TBCF fundraisers, events, and benefits
- Work with Sr. Program Director on development of a physical bilingual directory as well as a virtual bilingual directory featured on our website
- Maintain upkeep of directory ensuring all new families are aware if they have a business
- Work with Fund Development to identify ways to promote family businesses in communications (social media, e-newsletter, etc.)

3. Parent Advocacy Program (15%)

Our alumni parents want to be a source of hope and inspiration to newly diagnosed families. The Family Care Manager will work with our team, families, and program partners to develop a comprehensive Parent Advocacy Program.

- Work alongside Sr. Program Director, Family Resource Specialist and Executive Director to map-out collective vision, timeline, and goals for an ideal Parent Advocacy Program
- Learn from Sr. Program Director what has already taken place as a program starting point
- Continue development of this program by researching other similar programs, reaching out to other agencies who host similar programs, gathering data, advice, and feedback
- Bring findings back to team and continue working on next steps until program is successfully launched
- Identify and craft policies of engagement surrounding the program.

4. Family Connection Events (10%)

TBCF offers annual virtual and in-person Family Connection Events that allow families the opportunity to meet each other and gain support from one another. The Family Care Manager will take a leadership role in planning and executing these events.

- Work with Sr. Program Director to schedule annual events and map out plans for each
- Facilitate event timelines, tasks, and support roles needed from team members
- Outreach to community partners, businesses, and families for event involvement
- Gather testimonials and photos from events in tracking system.
- Provide in-kind donation information to Operations Coordinator for gift processing

5. Family Relationship Building (5%)

The Family Care Manager will maintain ongoing communication with our families to ensure they are aware and receiving all the programs we can offer them.

- Schedule ongoing family check-in calls and zoom meetings to get to know our newer families and ensure they are aware of all programs available to them

- Lead efforts in creating Family Welcome Bags and work with Volunteer Coordinator on delivering bags to newly diagnosed families
- Assist Sr. Program Director in Family Welcome program marketing materials, photos, and testimonials for Family Welcome Bags

6. Program Education & Support (5%)

The Family Care Manager will occasionally be required to assist the staff with tabling community events, providing educational presentations, and collecting and sharing family stories and photos.

- Assist with community tabling and presentation opportunities when needed to educate the public about TBCF's programs and general pediatric cancer stats
- Field general inquiries from the public as well as prospective TBCF families and donors via phone, in-person, and email to educate them about TBCF's Programs
- Collect and maintain organized storage of monthly family testimonials, quotes, and photos for use on social media, e-newsletters, mailed appeals, marketing materials, annual report as well as during TBCF's Gold Ribbon Campaign
- Ensure families have access to TBCF's programs and marketing materials in both English & Spanish
- Participate as a "program voice" on fundraising event committee meetings and Ventura County Advisory Board meetings

DEMONSTRATES TBCF TEAM VALUES

- Address co-workers respectfully and truthfully.
- Cooperate constructively.
- Be reliably present and on time.
- Do not participate in gossip or negativity aimed at TBCF employees, volunteers, management or vendors.
- Maintain strict confidentiality regarding sensitive, personal or confidential information.
- Seek methods to solve problems without blame.
- Appreciate and learn how to work with differences among people.

QUALIFICATIONS / KNOWLEDGE, SKILL & EXPERIENCE

- Bilingual in Spanish & English required
- Associate degree or some college experience preferred
- Proficiency in Microsoft Office required (specifically mail merge using Excel and Word)
- Experience working in a non-profit setting preferred
- Experience with DonorPerfect or different donor database preferred
- Exceptionally well-organized, attention to detail, ability to manage deadlines and competing priorities
- Proven track record of experience in setting challenging goals and achieving them
- Comfortable working independently and contributing to a dynamic team
- Excellent written, verbal, and interpersonal communication skills
- Ability to work in fast-paced environment in a shared office space
- High level of professionalism and confidentiality

PHYSICAL DEMANDS

In general, the following physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to allow different individuals to perform the essential functions of the job. Must be able to see, hear, speak and write clearly in order to communicate with employees and/or other customers; manual dexterity required for occasional reaching and lifting of small objects, and operating office equipment.

WORK ENVIRONMENT

In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow different individuals to perform the essential functions of the job within the environment. The office is clean, orderly, properly lighted and ventilated. Noise levels are considered low to moderate.

This job description does not list all the duties of the position. Other duties, as assigned or deemed necessary by management, may be required. Performance evaluations will use the contents of this job description as a basis for appraisal.

TBCF reserves the right to revise this job description at any time. This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. The job description does not constitute a contract for employment and does not guarantee employment for any specified period. The job description does not in any way alter the at-will employment relationship.