



Are you ready to play a critical role in a thriving nonprofit organization that is poised to grow rapidly in the next several years?

Job Summary:

CancerLINC is seeking a part time *Bilingual Client Services Associate* to work collaboratively with other CancerLINC staff and directly with cancer patients and their families to help them with their non-medical needs. This position also has a role in the planning and implementation of CancerLINC's Latino Outreach Initiative, supporting our partnerships with other nonprofits in the Greater Richmond area that serve the Latino/Hispanic population. This is a part time, grant funded position. When grant funds are completely expensed, it is expected that this position will become a permanent position.

The Essential Functions of the job are listed below. *This list is an overview, and not intended to be a complete job description, which will be provided to candidates during the interview process.*

Client Services:

- Responsible for handling day-to-day patient inquiries, case assessments, and intake processes, as applicable.
- Coordinates with volunteer attorneys, financial planners, and community service providers to ensure that client needs are met and monitored and, where necessary, manages the interaction of all parties. Provides Spanish interpretation services as needed between clients and professional volunteers.
- Coordinates with other Client Services staff members to ensure that priorities and client needs are met with no failure of the service or tracking system.
- Enters data and update client files on a timely basis.
- Accompany staff on-site at local cancer care providers to meet with patients, develop strong relationships with referral partners, and to market CancerLINC services.
- Coordinates attorney and financial planner evaluation forms, tracks outcome information as requested, and reports to the Client Services Manager on major issues disclosed.
- Assists Client Services Manager with community health events, meetings, or any other outreach events as deemed necessary.
- Translation of outreach materials and client resources from English to Spanish.

Reporting:

- Tracks and inputs client data and correspondence on client issues, including referral requests and responses from volunteer professionals and client follow up.
- Assists the Client Services staff with the tracking and reporting of all client-level and issue-level metrics. Works with the Client Services Manager to establish strategies for improvement in the delivery of services and resources to CancerLINC clients.

Other:

- Invited to participate in occasional evening or weekend meetings and events such as fundraising events, staff outings, etc.

Preferred skills and Competencies:

- A personal commitment to CancerLINC’s mission and work.
- Excellent communication skills.
- Fluent in Spanish speaking and writing.
- Ability to engage in active and empathetic listening is required.
- Experience working with diverse populations.
- Must be self-motivated with the ability to work independently, assess situations quickly and make logical and appropriate decisions as to the handling of client issues.
- Ability to prioritize and coordinate multiple tasks simultaneously.
- Experience with Microsoft Office, including Outlook, Word and Excel, as well as database management systems is preferred.
- Ability to commute to and from local medical centers, clinics, hospices, and client homes.
- Must be able to navigate stairs and non-ADA compliant buildings (e.g., client homes).

Education:

- Bachelor’s degree preferred. Social work, paralegal, or healthcare background also preferred.

Compensation & Benefits: \$20/hr

How to Apply:

Interested candidates should submit a resume and cover letter to info@cancerlinc.org. Please include Bilingual CS Associate Applicant – (your name) in the email subject line. No phone calls please. CancerLINC is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.