



Job Description – Communications Coordinator

The Communications Coordinator is a key member of the Development and Communications team at Jacob's Heart. They will be responsible for creating and managing external communications at Jacob's Heart under the direction of the Development and Communications Manager and Executive Director.

Who we are: Jacob's Heart Children's Cancer Support Services exists to improve the quality of life for children with cancer and support their families in the challenges they face. We provide family-centered care that addresses the emotional, practical and financial struggles for families of children and teens in treatment for cancer or other certain life-threatening conditions of a child. We envision a community where every child with a serious or life-threatening condition has a strong, supported and informed family able to fully participate in their care. We strive to inspire compassionate action within local communities to create a safety net of support for the unique needs of each child and family.

What matters to us:

- Every child going through a life-threatening condition needs a strong and supported family able to hold their hand and be part of the care-giving team.
- When a child is diagnosed with cancer the entire family is in need of support regardless of socioeconomic status.
- Every child's life is precious, and each child's dignity must remain intact throughout treatment, during anticipatory grief and compassionately cared for at the end of life.
- The loss of a child is a unique and special sorrow, and families bereaved by the death of a child need ongoing care and support without limits to time.
- Because of these beliefs, we make every attempt to tailor our services to each family's unique needs.

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Jacob's Heart Communications Coordinator will:

- Coordinate all external communications with support from JH Graphic Designer such as:
 - Emails
 - Assist with writing and editing monthly emails
 - Social Media
 - Implement social media strategies and manage our social media accounts including posting content, responding to messages, and interacting with community members via Facebook, Instagram for example.
 - Press Releases
 - Manage and Develop Mailers to General Database such as:
 - Year End Appeal
 - Impact Report
 - Misc mailers as needed
 - Oversee Advertising
- Assist with writing and editing marketing materials
- Grant Support
 - Ensure proper recognition of funders
 - Gather and report on stories/anecdotes as needed for grant applications and/or reporting
- Support events as directed by Manager
- Speak publicly on behalf of JH
- Attend community events, chamber meetings, outreach opportunities on behalf of JH

Key Attributes and Skills

- Strong creative writing skills
- Social media experience
- Critical thinking skills to assist in the development of professional reports, fact sheets, newsletters, brochures, fliers, or other materials that promote and explain Jacob's Heart's goals, work, programs, successes, and other aspects of the organization.

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- Ability to learn quickly, adapt to various settings, and understand basic community leadership development, including committee formation, roles and organizational structure.
- Experience using databases, preferably Salesforce
- Experience with Asana, Slack and/or project management
- Excellent written communication skills
- Exceptional time-management and organizational skills, and ability to prioritize and manage multiple projects simultaneously and meet deadlines
- A professional demeanor whether speaking to others in person, over the phone, via email, or through letters
- Superior organizational and problem-solving abilities with acute attention to detail
- Technical savvy with a variety of office technologies (e.g., Google Suite of products, Zoom)
- Self Motivated, takes initiative
- Ability to interface and engage diverse volunteer and donor groups
- Ability to make connections in a crowd of people
- Strong public speaking ability
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed

Requirements

- Bicultural/bilingual strongly preferred
- Three (3) years of directly related experience, OR a bachelor's degree in a field related to the social sciences or communications; OR any equivalent combination of experience, training, and/or education.
- Excellent proofreading, punctuation, grammar, and formatting skills are required.
- Proficient in google docs and spreadsheets
- Strong work ethic and unwavering dedication to the well-being of children and families
- Have an upstanding driving record
- Ability to pass a background check
- Ability to lift up to 50 pounds

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- CPR/First Aid Certified (Offered through hire if do not previously have certification)

Job Type: Full-time including benefits after a 60 day probationary period

Pay: From \$58,500.00 per year

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Professional development assistance
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift

Work Location: One location

To be considered, please email a resume and cover letter to heidi@jacobsheart.org. Please do not call our office to be considered for the position. To learn more about Jacob's Heart please visit jacobsheart.org