

Mission and Vision

Jacob's Heart 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. Services extend to families experiencing anticipatory grief and those who are bereaved by the loss of a child.

We envision a community where every child with a serious or life-threatening condition has a strong, supported and informed family empowered 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.

Core Values

- 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 or another life-threatening condition the entire family is in need 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 in 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.

Work Environment

Working at Jacob's Heart requires internal motivation, creativity and a personal commitment to service. We value individual creativity, while working as a cohesive team to achieve measurable goals. Many Jacob's Heart services are delivered in the evenings or during weekends, and everyone must pitch in.

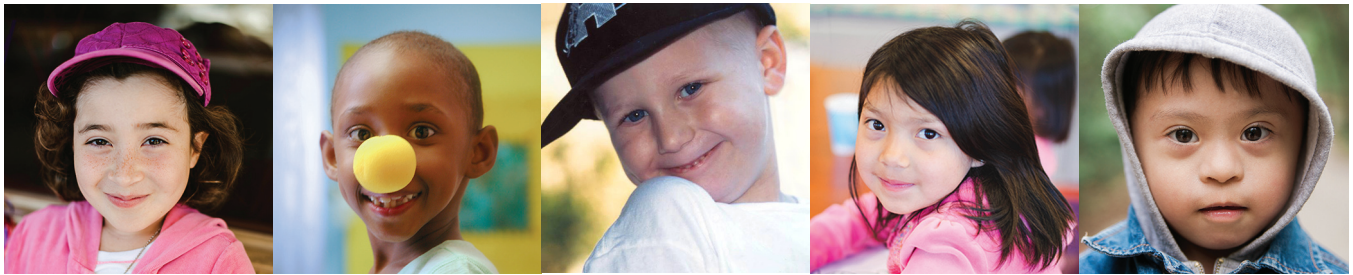
Bilingual Program Coordinator

Position Overview

The Bilingual Program Coordinator is a key position within Jacob's Heart. It is responsible for running of programs and services, communicating with internal and external groups and individuals and keeping the systems running so that our programs and services benefit families. It holds access to details of the workings of the organization that are highly confidential. The position is responsible to ensure the smooth and efficient daily operations of the practical support programs, works closely with volunteers, and is a key contributor to the realization of the mission. Pleasantness, trustworthiness, professionalism, judgement, maturity, accuracy, integrity, clarity, discretion, flexibility and professional acumen are just some of the characteristics necessary to perform the job functions successfully. The position requires excellent phone and in-person communication and presentation skills, computer skills and office management and attention to detail.

This Bilingual Program Coordinator works under the direction and supervision of the Deputy Director and Director of Family Services. This position supervises certain volunteers, staff and volunteer drivers, delivery personnel and others as assigned.





RESPONSIBILITIES

Bilingual Program Coordination

- Coordinate transportation for families
- Coordinate grocery deliveries for families
- Manage Celebrations and Milestones – Kids Cards, Birthday, Anniversary, etc.
- Communicate with families on a regular basis – identifying and working with staff and volunteers to address needs
- Coordinate Family Resources & Referrals for out of service area families
- Assist with the coordination of special events such as Kidrageous, Adopt a Family, seasonal family parties, etc.
- Assist with coordination of Camp Heart + Hands with special focus on family participation, comfort, needs and details to help them with camp
- Ensure that common areas in the office are clean and organized
- Work with drivers and staff to ensure that Jacob's Heart vehicles are clean and have gas

Communication, Record Keeping and Reporting

- Answer phones and direct calls – follow up to make sure all calls are received by appropriate staff
- Maintain records and create weekly and monthly reports for rides, celebrations and milestones, groceries, resource referrals and other services rendered
- Monitor staff in-and-out of office to ensure communication among staff, families and community
- Monitor and report on volunteer hours, applications, emails etc.
- Assist staff in making and distributing copies and ensuring staff have materials they need

Volunteer Supervision

- Process volunteer applications and confirm life-scan compliance for volunteers and staff working directly with children
- Manage volunteer drivers and grocery deliverers
- Assist with volunteer onboarding and training
- Assist volunteers with reporting hours
- Assist with volunteer recognition

Other duties as assigned by the Executive Director

32 hours per week – some weekends required

Please follow application instructions:

Send a professional cover letter along with your resume in pdf format to info@jacobsheart.org

No phone calls please.

