

Jacob's Heart™

CHILDREN'S CANCER SUPPORT SERVICES



Job Description – Family Needs Coordinator Assistant

The Family Needs Coordinator Assistant is a key member of the Family Services team at Jacob's Heart. They will be responsible for coordinating key services to our families: Full Hearts and Transportation.

The person we're looking for:

- Are you passionate about food and nutrition?
- Do you like making meaningful connections with families?
- Can you make learning fun for every member of a family?
- Do you want to make sure no child has to miss their treatment for cancer?
- Do you like a fast paced environment filled with creativity?
- Can you bring comfort and compassion to our families?
- Do you have a great sense of humor and zest for life?

If you answered yes, then you may be just what Jacob's Heart needs, and Jacob's Heart might be the place for you!

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.

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- 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.

For the past 21 years, Jacob's Heart has been a life-line of support to hundreds of children with cancer and thousands of their family members. We are a one-of-a-kind, grassroots organization serving families in Central California.

Jacob's Heart's Family Needs Coordinator Assistant will:

Work with the Family Services team under the direction of the Family Needs Coordinator to bring much needed services to our families. **Specifically to assist with:**

- Coordination of the procurement and delivery of fresh, organic, and nutritious groceries to families through our Full Hearts program
- Managing our Heart Mart: a market for families to shop in
- Educating families about nutrition in fun and interactive ways
- Ensuring that our facility follows food safety protocol
- Working with the Development and Communications team to procure donation items for Full Hearts, Compassionate Care Closet, and Heart Mart including pantry staples, produce items, toys, and household/clothing items
- Serve as the point person for families, social workers, and ride providers to ensure that no child misses their medical appointments
- Support coordination of rides from start to completion including triaging transportation needs, managing ride information through a tracking spreadsheet, updating transportation calendar, and communicating with all parties
- Support the invoicing process for transportation with ride providers and the Alliance
- Providing rides on an as needed basis

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- Support with maintaining our vehicles so that every ride provided is clean, safe, and filled with compassion including coordinating vehicle maintenance and extra care items
- Managing our gift card supply for families including ordering and disbursing gift cards
- Collecting meaningful data on services that are provided to our families
- Develop and maintain meaningful partnerships to ensure services for our families are being provided in the best ways possible
- Assist staff in making and distributing flyers, family newsletters, outreach materials, etc.
- Attend outreach events as needed
- Assist with other events throughout the year as needed

Key Attributes and Skills

- Knowledge/experience educating people on nutrition
- Ability to triage and make sound judgment decisions
- Ability to provide compassionate rides to families
- Comfortable working with Microsoft Suite, Google drive/calendars
- Ability to interface and engage diverse volunteer and donor groups
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed
- Ability to work in a faster paced environment and pivot well with change

Requirements

- Bicultural/bilingual
- Strong work ethic and unwavering dedication to the well-being of children and families
- Ability to work some evenings and weekend events
- Have an upstanding driving record and ability to drive
- Ability to pass a background check
- Ability to lift up to 50 pounds

Job Type: Full time, non-exempt

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To Apply

To be considered, please email a resume and cover letter to sandy@jacobsheart.org and brittany@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