



Gilda's Club Middle Tennessee

Job Description: *Program Director*

The Program Director (PD) is responsible for managing the mission delivery of Gilda's Club Middle Tennessee (GCMTN). This is a full-time Director position reports directly to the CEO.

Job Summary:

- Manages and supervises the Program staff and delivery of all Program offerings.
- Develops a broad, balanced curriculum of Program groups and activities, and ensures the highest-quality, outcome-based mission delivery.
- Recruits, hires, trains, and supervises all mission delivery staff and volunteers.
- Supervises outreach and engagement with the medical community and cancer patients/survivors.
- Supervises the management of mission delivery facilities and materials.
- Oversees program team delivery of Orientations and Customized Support Plans, support and networking groups, intake and assessment interviews, and crisis support.
- Provides direct clinical work as needed.
- Provides analysis and reports of mission delivery as needed.
- Supervises Facilities and Member Relations Manager.
- Participates in supporting the CEO and Board of Directors.

The PD is responsible for the administration, oversight and leadership of all community member-related clinical programs, and the provision of cancer support programs for people of all ages affected by cancer in accordance with Cancer Support Community (CSC) headquarters and local GCMTN standards, policies, and procedures. The PD is responsible for all interactions with members, staff, contract facilitators, volunteers, contracted counselors, and community oncology professionals.

The PD works closely with the CEO and other staff members to provide program expertise as it relates to general operations, outreach and marketing, grant writing and reporting. The PD is also responsible to the Board of Directors and to the Program Committee Chair and members.

The PD is expected to maintain licensure, in the state of Tennessee as a mental health professional, to keep up to date on psychosocial oncology practice and research issues, and to represent GCMTN, a CSC affiliate, at the annual Affiliate Leadership Conference and other professional meetings. The PD must embody the highest professional ethics and standards and demonstrate warmth and compassion while collaborating with members, staff, volunteers, and others in building and maintaining a sense of community.

Program Administration:

- Utilize clinical expertise to ensure the accordance of the program with CSC Program Standards as defined in the Program Manual and Policies and Procedures.
- In collaboration with other GCMTN staff and board members, participate in the development of strategic goals and objectives to enhance Program delivery, reach and evaluation.
- Establish and oversee administrative procedures for tracking and implementing member groups, new member/information session meetings, educational workshops, mind-body programs, healthy lifestyle classes, member social events and other relevant member-focused activities.
- Attend Board meetings and interact with the Board as requested by the CEO. Serve as staff liaison to the Program Committee and the Medical Resource Council (MRC).
- Interact with PDs from other CSC affiliates via PD conference calls, email communications, regional and national meetings to share best practices, consultation, and support.

- Oversee inventory of Program materials and community resource information.
- Evaluate member satisfaction and Program effectiveness using workshop evaluations, annual surveys of members, and other appropriate tools.

Budgeting, Resource Development and Statistics:

- Create and monitor an annual budget for all member-related Program groups and activities.
- Provide program metrics, outcomes, and member moments to support grant writing, grant reporting, fundraising, and marketing in collaboration with the CEO, marketing, and development team.
- Oversee collection of Program and member statistical data and submission of quarterly Program Statistics Reports (ADAPT) to CSC HQ and other reports as required by the CEO and Board. Utilize this data to assess Program utilization trends and to plan for Program expansion and/or reduction, if necessary.
- Oversee maintenance, security, and confidentiality of Customized Support Plans (CSP), group rosters, group notes, member registration and attendance sheets.

Supervision and Professional Development:

- Facilitate a weekly meeting for all program staff and attend, when possible, a monthly supervision for facilitators) to monitor group process issues, group coverage and Program changes, staff announcements, and continuing education about the GC mission, philosophy, group model and methodology.
- Conduct written annual performance reviews for clinical staff.
- Support the Clinical Program Manager to utilize GCMTN as an intern placement site and recruit, interview, select, and train interns.

Minimum Qualifications:

- Licensed mental health professional with a minimum of five years post-license experience or equivalent.
- Preferred but not required - Licensed Clinical Social Worker (LCSW), Marriage & Family Therapist (MFT), Licensed Professional Counselor (LPC), or Clinical Psychologist (PhD) in Tennessee.
- Leadership experience in a non-profit organization or non-profit experience.
- A personal passion for the mission of Gilda's Club/Cancer Support Community.
- Strong clinical skills, including individual and support group experience and ability to work with issues surrounding chronic and life-threatening illness.
- Supervisory or management experience to include personnel selection, training, evaluation, supervision.
- Demonstrated administrative skills, including planning, organization, scheduling, budget management, statistical and Program reports, and innovative Program development.
- Ability to administer CSC and GCMTN policies and procedures while maintaining a warm, professional, personal, informative, and effective Program.
- Ability to interact with individuals at all levels (members, donors, staff, community).
- Excellent interpersonal skills and ability to articulate and represent the mission of GCMTN.
- Excellent analytical, problem-solving, verbal, and written communication skills.
- Ability to work a varied and flexible schedule as needed.
- Ability to speak in public to large groups.
- Ability to work under pressure with minimal supervision.
- Commitment to working as a team member in a therapeutic community.
- Other duties as assigned by the CEO

Qualified and interested applicants should send a cover letter and resume to Harriet Schifftan, President and CEO of GCMTN, harriet@gildasclubmiddletn.org or 1707 Division Street, Nashville, TN 37203