



Newly Diagnosed Program Manager

Position Description Location: Virtual; Occasional travel required

Category: Full-time

Field: Non-profit, mission-driven organization

Reports to: Director of Patient Services

In collaboration with the Director of Patient Services, the Newly Diagnosed Program Manager will manage all Newly Diagnosed Patient Program activities. In this role, they will report directly to the Director of Patient Services and ensure the program is integrated with the organization's strategic priorities for patients and caregivers. The program aims to connect all newly diagnosed cholangiocarcinoma patients with CCF to provide support, education, resources, and tools to help navigate their diagnosis.

About the Cholangiocarcinoma Foundation

Cholangiocarcinoma Foundation's (CCF) mission is to find a cure and improve the quality of life for those affected by cholangiocarcinoma (bile duct cancer). Founded in 2006, in Salt Lake City, UT, by a family who lost a loved one to cholangiocarcinoma, CCF has become a leading global resource in patient support, education, advocacy, and funding basic, clinical, and translational research. The organization's core values are patients first, collaboration, innovation, and urgency. The organization is virtual, with team members in several states.

RESPONSIBILITIES

- Manage and execute all aspects of the Newly Diagnosed Program.
- Support the Advocacy team and provide information, referrals, and emotional support to newly diagnosed patients and caregivers via email, zoom, and phone
- Work with the Communications team to develop program content creation and distribution of the Newly Diagnosed Program (i.e., email series, marketing, implementing advertising content for Facebook and Google, etc.)
- Maintain a Newly Diagnosed webpage with up-to-date content and resources
- Improve and update Newly Diagnosed Program patient educational materials
- Coordinate with support staff to provide information and materials to interested physicians
- Create, manage, and analyze patient surveys
- Manage distribution of care kits
- Coordinate and manage items, donations, and the assembly of care kits

Cholangiocarcinoma Foundation

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www.cholangiocarcinoma.org



- Work with the Research team to establish program metrics, track progress, and report on milestones for the program
- Report the needs of the Newly Diagnosed Program to industry and CCF Leadership
- Maintain all Newly Diagnosed Program data, including but not limited to the use of Raiser's Edge, Komodo Aperture, and Pulse databases
- Collaborate with the Development Team on grant proposals
- Actively participate in the CCF Annual Conference Advocacy Team events, including logistics and planning
- Other duties as assigned

SKILLS AND QUALIFICATIONS

- Bachelor's degree required
- Three years of program management experience in a health-related field or non-profit
- Background in nursing, social work, or other healthcare field preferred.
- Strong communication skills both orally and in writing, including public speaking
- Proficient in Microsoft Office and Google applications. Experience in Asana or other project management programs preferred
- Strong organizational and time management skills with exceptional attention to detail
- Self-starter who can work independently without close oversight and as a team player who will productively engage with others at varying levels of seniority within and outside the Foundation
- Works cooperatively in a team setting with a can-do attitude
- A professional and collaborative style with an ability to take the initiative and manage multiple tasks/ projects simultaneously
- Analytical and quantitative skills
- Organizational and time management skills with exceptional attention to detail required
- Ability to work virtually - this is a full-time, work-from-home position. Experience working in a virtual environment is preferred
- Occasional travel is required
- Successful completion of a background check
- Other duties as assigned

COMPENSATION:

Salary Range: \$60,000 - \$75,000

Benefits: Health, Life, Disability Insurance, PTO, and 401(k) +Match

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LOCATION:

The Foundation is a virtual organization. Therefore, residency in Salt Lake City, UT, is not a condition of employment. The selected candidate will be required to travel to Utah for meetings.

To apply, send your resume, cover letter (INCLUDE POSITION NAME), and salary requirements to HR@cholangiocarcinoma.org. All applicants MUST submit a cover letter, resume, and salary requirements to be considered.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time, with or without notice. Nothing in this job description alters an employee's at-will status and is meant only as a guide, not a contract of employment.

The Cholangiocarcinoma Foundation's policy provides equal opportunities without regard to race, color, religion, age, gender, sex, national origin, disability, veteran status, or any other characteristic protected by law