



## Cholangiocarcinoma Foundation®

### Patient Advocate Position Description

**Title:** Patient Advocate

**Location:** Virtual

**Category:** Full-time, Exempt

**Field:** Non-profit, mission-driven organization

**Reports to:** Director of Patient Services

The Patient Advocate will support the Director of Patient Services and assist in the Foundation's advocacy efforts to achieve the organization's strategic goals. They will help support the organization's advocacy programs and activities and help firmly establish it as a global leader in cholangiocarcinoma.

#### About the Cholangiocarcinoma Foundation

Cholangiocarcinoma Foundation's 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 throughout the United States.

#### RESPONSIBILITIES

- Provides information, referrals, and emotional support to patients, caregivers, and bereaved caregivers via email, zoom, and phone.
- Assists the Director of Patient Services with monitoring and managing the primary Advocacy email inbox and phone number.
- Assists with coordination, management, and execution of patient services programs, including Support Groups, Educational Webinars, Regional Symposiums, the Newly Diagnosed Program, and more.
- Assists with Advocacy projects as assigned by the Director of Patient Services and the Chief Patient Officer.
- Participate as a research advocate.
- Occasional public speaking for both internal and external events.
- Train volunteers to assist with patient services activities as needed.
- Assists with Annual Conference logistics and planning.
- Mandatory in-person Annual Conference and yearly staff retreat attendance.
- Travels 10% - 20% to attend external conferences and events.
- Participate in and support other activities as needed

#### SKILLS AND QUALIFICATIONS

- Bachelor's degree required.
- Relevant experience in patient advocacy is required.



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- A background in nursing, social work, or other healthcare fields is preferred.
- Proficient in Microsoft Office; experience with project management and customer management tools is a plus.
- Excellent written, editing, and oral communication skills.
- Flexibility, adaptability, and openness to change.
- Strong analytical and quantitative skills.
- Self-starter with the ability to 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.
- A professional and resourceful style; takes the initiative and can manage multiple tasks and projects simultaneously.
- Ability to work virtually - this is a full-time, work-from-home position. Experience working in a virtual environment is preferred.
- Successful completion of a background check.

### **COMPENSATION**

Salary Range: \$55,000 - \$60,000

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

### **LOCATION**

The Foundation is a virtual organization. Candidates must be authorized to work in the United States. The selected candidate will be required to travel as needed.

To apply, send your resume, cover letter (INCLUDE POSITION NAME), and salary requirements to [HR@cholangiocarcinoma.org](mailto: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.*

Updated June 2024