



## **Cancer Services**

**Position Title:** Patient Services Coordinator

**Status:** Part-Time (Two Positions Available) | Non-Exempt

**Starting rate:** \$18/hour

**Reports To:** Executive Director

## **Position Summary**

The Patient Services Coordinator provides compassionate support, coordination, and administrative assistance to cancer patients and their caregivers. This role is responsible for patient intake, maintaining accurate and confidential records, communicating with referral sources, and coordinating service delivery. Two part-time coordinators will work collaboratively to ensure continuous, responsive, and patient-centered support.

## **Essential Functions**

- Work closely with healthcare providers and referral sources to process patient referrals, conduct intake interviews, and determine the scope of services for each patient.
- Maintain accurate and confidential patient files; track services provided, cost per service, and service frequency; and report monthly statistical data to the Executive Director.
- Respond to and problem-solve patient and caregiver concerns in a timely, compassionate, and appropriate manner.
- Assist with inventory management and proactively obtain requested items that may not be currently available.
- Monitor patient progress and adjust service delivery as needed while maintaining positive and supportive communication with patients and caregivers.
- Schedule and assist patients with wigs and mastectomy items through the Cancer Services boutique.
- Recruit volunteers as needed for office and warehouse support; conduct volunteer orientation and training; coordinate background checks; maintain attendance records and up-to-date emergency contact information; and ensure volunteers receive appropriate recognition.
- Assist the Executive Director with recruiting volunteers for short-term assignments and special events.
- Pursue professional development through continuing education and training opportunities.
- Follow all safety procedures and protocols to ensure a safe and supervised environment for employees, volunteers, and clients.
- Promote teamwork and collaboration among staff and volunteers.
- Perform other duties as assigned.

## **Qualifications and Required Skills**

- Proficiency in Microsoft Office and general computer use
- Strong communication, organizational, and time-management skills
- Exceptional customer service skills with the ability to support individuals experiencing emotional distress
- Ability to maintain strict confidentiality
- Professional appearance and demeanor
- Ability to lift 20+ pounds
- Ability to pass a background check

## **Education and Experience**

- High school diploma or GED required
- Minimum of two years of experience in healthcare, social services, nonprofit, or customer service-related roles

### **To Apply:**

Please submit resumes to **Cecily Brown** at **CecilyBrownCS@gmail.com**.