



Job Announcement Client Services Director

Purpose of Position:

The Women's Cancer Resource Center is seeking a Client Services Director who will be responsible for managing its programs and services, including: managing a team of seven program staff; serving as a member of the management team, developing the agency program budget and working with program staff to manage to budget; participating in obtaining funds/grants for the organization; and overseeing program evaluation and data management. This is a full-time, exempt position, with some evening and weekends required, and this position reports to the Executive Director.

This role offers the opportunity to see and feel impact as we work towards racial and social justice and advance health equity.

OUR ORGANIZATIONAL HISTORY

For 35 years, the mission of the Women's Cancer Resource Center has been to improve quality of life for individuals with cancer and to advance equity in cancer support, especially for low-income persons, people of color, and members of the LGBTQIA+ community. WCRC annually serves more than 2,200 people with cancer, their families, and caregivers; 70% of intensive-services clients are people of color; 80% are low income.

WCRC staff have long observed that cancer often is not the greatest concern for the low-income and marginalized individuals in our client population. Limited access to primary health care, inadequate health services and financial resources, language and cultural barriers, racism, low literacy, fear, and mistrust of medical systems contribute to late diagnosis and earlier death, especially for African American, Latinx, and all other groups of low-income people diagnosed with cancer.

WCRC provides a set of comprehensive, coordinated services to mitigate these problems for people with limited access to essential, life-giving care, including community-based patient navigation, psychotherapy, peer support, support groups, information and referral services, and expressive arts and wellness.

WHAT MAKES US UNIQUE

- WCRC provides comprehensive and integrated services, which are tailored to meet the needs of clients who have been marginalized; the demand continues to grow across Alameda and Contra Costa Counties.
- We use a "whole person" approach to address the needs of our under-served clientele through free psychosocial, educational, and practical services that meet our clients where they are.
- Volunteers are at the heart of our mission. They are active in all of our programs and we deploy a volunteer-led service delivery model in the Free Therapy and Compassion Programs.
- WCRC is recognized for our community-based cancer patient navigation program.

- We are committed to creating an organizational culture that is focused and centered on diversity, equity, and inclusion. We are intentional about promoting these values throughout our organization – we have a growth mindset and we acknowledge that we are constantly learning.

WHO IS THE IDEAL CLIENT SERVICES DIRECTOR FOR US

- You are a champion for our mission and vision: WCRC envisions a society in which everyone touched by cancer can access the medical care, education and support needed to ensure a maximum, positive quality of life.
- You are committed to serving the most vulnerable and marginalized communities. You are inspired by our work and passionate about advocating for and meeting the needs of people with cancer.
- You enjoy working as part of a team and building strong community and institutional partnerships
- You are dedicated to advancing health equity by reducing the barriers in access to care for our clients and community.

Essential Duties and Responsibilities Include:

Programs and Services Delivery and Management

- Manage delivery of all programs and services. Oversee implementation of online programs and services, and logistics related to protecting client privacy, accessing services online, etc.
- Update and create processes and procedures for new and existing programming as necessary.
- Manage execution and maintenance of new and existing programs, including timely completion of grant-funded program deliverables.
- Recruit, hire, train and supervise the work of clinicians, instructors, interns, and other program staff. Support Volunteer Manager in the recruitment and training of volunteers.
- Provide supervision on clinical care planning to program staff, including Master's level clinicians.
- Manage a small, high-acuity caseload, focusing on high-risk Latinx and African American clients in collaboration with staff and volunteers.
- Coordinate and supervise processes, accountabilities and performance measures for intake, care planning, referral, follow-up and completion for WCRC clients.
- Provide clinical work as needed, including facilitating support groups and intake interviews.
- Provide practical and psychosocial resources for survivorship and post-treatment.

Program Evaluation and Data Management

- Direct program evaluation efforts focusing on qualitative and quantitative data collection and analysis related to program services.
- Staff the Data & Outcomes Committee of the Board of Directors.
- Assist in the preparation of program grant narratives; support completion, collection and reporting of grant deliverables.
- Develop reports for distribution internally and to funders.
- Other duties as assigned by the Executive Director.

Qualifications and Experience:

- Required: Licensed with BBS in California as a Social Worker (LCSW), Marriage and Family Therapist (LMFT), or Professional Clinical Counselor (LPCC) with 3+ years clinical experience.
Desired: 5+ years clinical experience and 3+ years case management experience.
- At least three years' experience in a management position for a healthcare, social services or related mission organization preferred.
- Experience supervising people in a way that acknowledges differentials in privilege and power, recognizes their gifts, encourages their confidence, supports their growth, and holds them

accountable to standards.

- Track record as a collaborative leader who excels in managing multiple projects.
- Sensitivity and comfort working in a culturally-diverse environment and with a variety of community partners.
- Knowledge and understanding of cancer, and the physical and emotional impact of cancer on individuals.
- Strong data management skills and experience using data to guide decision-making and programmatic quality assurance.
- Experience with Microsoft Office Suite and familiarity with or willingness to learn relational databases.
- Excellent attention to detail, analytical, problem-solving, oral/written communication, organizational and interpersonal skills.
- Ability to work flexible hours, including some evenings and weekends/ 35-hour work week.
- May require offsite work and local travel.
- Spanish, bilingual/bicultural preferred.

How to Apply:

Please address a cover letter and a resume by email to jobs@wcr.org, or by mail to “Human Resources” WCRC, 2908 Ellsworth Street, Berkeley, CA 94705. No calls, please.

WCRC values and specifically seeks applicants who are people of color, women, queer, transgender, gender non-conforming, and/or gender fluid people. We value and specifically seek applicants who thrive in the pursuit of social justice and have a passion for addressing health disparities and inequities.

WCRC does not discriminate in employment opportunities or practices on the basis of race, color, creed, religion, national origin, ancestry, age, size, sex, sexual orientation, gender, gender identity, familial status, veteran status, disability, AIDS/HIV status, medical condition, prior conviction, or any other characteristic protected by law.

Position open until filled.

Compensation: \$80,000 annually, plus benefits. WCRC offers a competitive benefits package, which includes 100% coverage of medical, dental and vision; a SIMPLE IRA retirement plan, with 2% of salary employer contribution; long-term disability; generous vacation and sick time; and twelve paid agency holidays, including Cesar Chavez and Juneteenth, and a floating holiday for your birthday. This position will be onsite at least three days each week, with the flexibility to work a few days remotely.