



**LUNG
CANCER
CANADA**

AWARENESS. SUPPORT. EDUCATION.

**CANCER
PULMONAIRE
CANADA**

SENSIBILISER. SOUTENIR. ÉDUQUER.

MANAGER, PATIENT SUPPORT & DEVELOPMENT

Permanent Full-time Position – Remote

POSITION DESCRIPTION

Lung Cancer Canada (LCC) is undertaking a nation wide search for a Manager, Patient Support & Development.

In this newly created position, the Manager, Patient Support & Development is accountable for LCC's development and execution of a robust support program strategy and the design and delivery of a complete portfolio of multi-faceted, highly effective patient programs and services.

The Manager, Patient Support & Development cultivates relationships with lung cancer patients, caregivers and their families, allied organizations, industry, government and all stakeholders that play a critical role in the disease area. Working closely with key external leaders in the community to design and implement sustainable patient supports in response to patient needs and outcomes.

The Manager, Patient Support & Development cultivates and stewards a portfolio of partners to maximize corporate and individual donor support; formulate strategies for soliciting gifts in collaboration with volunteer leaders and senior management; and grow the collaborative opportunities leveraging the pool of appropriate partners.

The position serves as a member of the Senior Management Team and reports to the Executive Director (ED).

The position also directly supports the Programs Committee and the Development/Fundraising Committee

RESPONSIBILITIES

- Leading the overall programmatic delivery of patient supports, programs, education and learning to the lung cancer community for maximum impact. Examples of current programs that would be in the responsibility of this role include our patient support programs such as regional support groups and the peer-to-peer program; and educational events such as podcasts, webinars and patient summits.
- Contributes to patient supports involving submissions to various stakeholder groups and governmental agencies.
- Develop and implement appropriate strategies and methods to facilitate lung cancer content and resources for a diverse audience within the lung cancer community across the country.
- Team steward for Stakeholder Partnerships, Grants, Major Gifts, Events and overall revenue diversity in the development and delivery of patient supports aligned with the strategic plan
- Setting and tracking departmental KPIs



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- Provide strategic advice and support to the senior leadership team on various programs and patient supports
- Lead, manage and mentor the Patient Support & Development team
- Prepare and manage the Patient Support & Development Department annual budget
- Seek out and develop ongoing partnership opportunities within both the local community and beyond to make education and support programs accessible to more patients, caregivers and their families.
- Demonstrate analytic and problem solving skills, and understand the impact of individual decisions on other parts of the organization and the environment.

Other duties as assigned to meet the needs of the organization.

ESSENTIAL SKILLS

- Team player who respectfully works with different resources throughout the organization, and can provide necessary leadership, management and strategic direction
- Desire and ability to guide, supervise and mentor staff and volunteers
- Ability to work in a fluid, evolving work environment
- Self-starter with the ability to identify and take ownership of complex tasks and large assignments and deliver quality results
- Ability to cultivate and maintain positive relationships with members and partners
- High level problem-solving skills, and a strong initiative to resolve difficulties, identify and fix gaps in processes
- Strong project-management skills
- Excellent oral and written communications skills (e.g. presentations to senior leadership, board, committees, and external partners)
- Strong communications skills (written and spoken) in English are required; fluent bilingualism is preferred
- Ability to adapt quickly and manage changing priorities
- Demonstrate an understanding of how the various components of the health care system is organized and financed, and how they interact to deliver medical and health care.
- Understanding of financial analysis, reimbursement techniques and strategies, and financial outcome measures. Application of financial analysis and planning to achieve organizational objectives
- Application of techniques that continually improve the quality of supports and services provided, organizational performance, and the financial health of the organization.

EDUCATION, PROFESSIONAL DESIGNATION(S) & EXPERIENCE

- Bachelor's degree in related field
- 6 to 8 years of experience developing patient programs and supports
- PMP and or CFRE designation is an asset
- Experience leading a team
- Knowledge of the cancer care environment is essential



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- Knowledge and understanding of Special Event fundraising as a component of an overall community giving plan.
- Experience leading stewardship and recognition strategies is essential
- Experience leading high-calibre volunteer organizing committees
- Strong project management, event management and relationship management skills
- Experience negotiating and fulfilling event related sponsorship and operational contracts
- Superior verbal and written communication skills and proven interpersonal skills, including presentation and facilitation skills. LCC uses the Microsoft Office suite of products and all staff are required to be proficient in the use of these tools
- Negotiation, problem-solving and diplomacy skills to resolve issues with stakeholders
- Demonstrated ability to exercise sound judgement and maturity in dealings with a variety of constituents
- Proven ability to accomplish goals and establish priorities with minimal direction
- Strong track record of securing individual major gifts in a complex not-for-profit organization
- Demonstrated relational and leadership skills necessary to engage internal stakeholders to help foster a culture of major gifts philanthropy
- Strong relationship management skills. Interacts comfortably and successfully with a variety of stakeholders (staff, volunteers, donors, public), individually and in a group
- Developed communication and presentation skills, polished, professional and demonstrates a high degree of integrity and discretion

ABOUT LUNG CANCER CANADA

Lung Cancer Canada is a registered national charity that serves as Canada's leading resource for lung cancer education, patient support, research and advocacy. Lung Cancer Canada has a wide reach that includes both regional and pan-Canadian initiatives. Lung Cancer Canada is a member of the Global Lung Cancer Coalition and is the only organization in Canada focused exclusively on lung cancer.

PERSONAL ATTRIBUTES

As a small but expanding national charity, LCC is a collaborative workplace. Staff are supportive, flexible, and interested in how they can support each other's work and the efforts of a large volunteer network. Success of LCC depends in part on our public profile and reputation as a credible, patient focused organization. As such, staff take great care in the organization's patient supports, events and communications. The successful candidate will be an effective collaborator who values teamwork and the input of others.

WORKING ENVIRONMENT & TRAVEL

LCC seeks to execute on its mission through a highly virtual environment. In general, all roles within LCC require extensive computer usage at a home office. Occasional travel may be required.



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LCC EMPLOYEE VALUES

LCC and its members work to increase public awareness of lung cancer, to support and advocate for lung cancer patients and their families, and to provide educational resources to patients, family members, healthcare professionals, and the general public. LCC employees liaise with lung cancer patients, their families and caregivers, oncologists, other health professionals, allied organizations and others involved in lung health. While each staff member brings a unique mix of skills and experience to their position, we also commit to reflecting the LCC mission in how we approach our work. As such, LCC staff are expected to adhere to LCC's human resources guidelines.

Should you be interested in this position, please submit your cover letter, resumé and salary expectations to: careers@lungcancercanada.ca

Lung Cancer Canada is an equal opportunity employer and encourages all qualified applicants to apply. LCC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.