



Program Director

Status: Full-Time/Exempt – not eligible for overtime

Work Schedule: Rachael Young Center open 9:00 – 5:00 PM Monday – Friday. This position requires the ability to maintain a varied work schedule including 1-2 evenings per week and occasional weekend hours.

Reports to: Executive Director

Supervises: Clinical Facilitators, Adjunct Instructors, Professional Interns, and Volunteers

About Cancer Support Community:

Cancer Support Community East Tennessee, Inc. (CSCET) is a 36-year-old nonprofit dedicated to uplifting and strengthening people impacted by cancer. CSCET provides a comprehensive range of professional services including support groups, individual support sessions, educational workshops, wellness classes, art and music, all free of charge, to individuals affected by cancer and their loved ones. We aim to provide a supportive community where people impacted by cancer can receive the support they need to live well with the challenges of a cancer diagnosis.

The Program Director (PD) provides leadership, administration, and oversight of all clinical and community member-focused programs at Cancer Support Community East Tennessee. Responsibilities include program development and evaluation; supervision of clinical facilitators, adjunct instructors, and interns; direct clinical services; budget management; statistical reporting; community engagement; and collaboration with healthcare, academic, and community partners. The Program Director embodies the highest professional standards and ensures compliance with CSCET standards and policies while fostering a compassionate, supportive environment for members, staff, and volunteers.

Key Responsibilities:

Program Administration:

- Collaborate with staff, volunteers, and participants to ensure that programs are executed with high standards of care, professionalism, and compassion
- Develop, implement, and evaluate all programs and services ensuring that they are comprehensive, impactful, relevant, and responsive to the needs of participants
- Ensure all programs comply with CSC national standards, policies, and procedures
- Develop and manage the annual program budget
- Manage program calendars, materials, and resources
- Facilitate educational workshops and other special programs and coordinate clinical staff coverage as needed
- Oversee collection and reporting of program statistics and outcomes
- Maintain confidential member records and program documentation
- Assess program outcomes, annual member satisfaction, and participation trends to plan for program adaptation
- Participate in strategic planning and organizational initiatives

Direct Clinical Services:

- Utilize clinical skills to facilitate and guide individual short-term one-on-one counseling, new participant orientations, group support, and virtual support

- Facilitate no more than two weekly and two monthly support groups
- Provide crisis intervention and short-term counseling to members in distress as needed
- Ensure continuity of group facilitation through appropriate coverage and supervision
- Stay current on best practices in psychosocial oncology practice and research

Staff Management:

- Recruit, hire, train, support, and evaluate clinical staff, presenters, adjunct instructors, interns, and volunteers
- Be available during office hours to respond to program questions and opportunities from members, staff, board, phone or walk-in inquiries, outside agencies, etc.
- Provide weekly clinical consultation for program staff and interns
- Conduct written annual performance evaluations for program staff and support professional development

Community Engagement:

- Serve as program staff liaison to Board of Directors securing participants to share their experience at each Board Meeting and leading the Board Program Committee
- Cultivate and develop partnerships with referral partners, healthcare providers, academic institutions, and community organizations
- Represent CSCET through presentations, at professional meetings, community events, regularly on monthly peer-group conference calls and at the CSC Annual Leadership Conference
- Collaborate with communications and engagement staff to promote programs and services
- Support grant writing, reporting, and fundraising activities as needed
- Evaluate opportunities for program growth and impact in East Tennessee

Qualifications:

- Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), Licensed Marriage & Family Therapist (LMFT), or Clinical Psychologist (PhD) licensed in Tennessee
- Minimum three years of post-licensure clinical experience
- Strong clinical skills and experience facilitating support groups and working with individuals affected by chronic or life-threatening illness
- Minimum two years' supervisory or management experience
- Demonstrated planning, organizing, scheduling, reporting, and innovative program development
- Excellent interpersonal, written, verbal, and public speaking skills
- Proficiency in Microsoft Office and database systems
- Ability to work independently with minimal supervision and manage multiple priorities
- Enthusiasm for teamwork, community collaboration, and CSCET's mission

Compensation and Benefits:

- Competitive salary, commensurate with experience, starting at \$80,000.
- Benefits include health insurance, life insurance, retirement plan, holidays and paid time off.

Interested candidates should email a resume, cover letter and at least 3 references to Jennifer Harrell at JHarrell@CancerSupportET.org.